



Support Services for Parents: Useful Information and Contact Details

This is a list of the main support organisations which can help parents deal with a range of issues. We are giving you this information sheet in case you have any further questions about some of the issues raised in the course of the survey. If you have any questions about the *Growing Up in Ireland* study, please contact the Study Team by email: growingup@esri.ie.

General

Barnardos works directly with families and children providing support with well-being, separation, domestic abuse, death, bullying, drugs and alcohol.

- ☎ 1850 222 300 (general enquiries)
- ☎ 1800 910 123 (Covid-19 telephone support service: 10am to 2pm Monday to Friday)
- ✉ info@barnardos.ie
- 🌐 www.barnardos.ie/resources/young-people

Parent-Line is a resource for parents that provides support, guidance and information on all aspects of parenting.

- ☎ LoCall 1890 927 277 (Monday – Thursday 10am to 9.00pm and Friday 10am to 4.00pm)
- 🌐 www.parentline.ie
- ✉ info@parentline.ie
- 🐦 twitter.com/ParentlineIre

Alcohol/Drugs

Drugs.ie is a website that provides information on drugs and alcohol with sections for both teens and parents. It lists services such as treatment and rehabilitation available in each county.

- 🌐 www.drugs.ie

The HSE Drugs and Alcohol Helpline is a free, active listening helpline and email support service offering non-directive support, information, guidance and referral to anyone with a question or concern related to substance abuse. They take calls from people with a concern in relation to themselves, their family or their friends. They can also be contacted by email.

- ☎ 1800 459 459 (Monday – Friday, 9.30am to 5.30pm)
- ✉ helpline@hse.ie
- 🌐 www.hse.ie/go/drugshivhelpline

Al-Anon offers understanding and support for families and friends of problem drinkers in an anonymous environment. At AlAnon Family Group meetings, the friends and family members of problem drinkers share their experiences and learn how to apply the principles of the AlAnon program to their individual situations.

- ☎ 01-873 2699 (10am – 10pm every day)
- ✉ info@alanon.ie
- 🌐 www.alanon.ie

Gambling

Gamblers Anonymous (G.A.) is a fellowship of men and women who share their experience with each other to solve their common problem and help others to recover from a gambling problem. Their website contains a link to local G.A. meetings.

The site also lists **Gam-Anon** meetings for family and friends who have been affected by somebody's gambling problem.

- 🌐 www.gamblersanonymous.ie
- ✉ info@gamblersanonymous.ie
- ☎ Dublin: 087-748 5878 (10am – 10pm)
- ☎ Cork: 087-285 9552
- ☎ Galway: 086-349 4450 or email: galwayga@gmail.com
- ☎ Tipperary: 085-783 1045
- ☎ Waterford: 087-185 0294
- ☎ Kerry: 087-426 6633

Physical and Mental Health

The Samaritans is a 24-hours a day, 365 days a year support service for anyone who is experiencing feelings of distress or despair, including those who have thoughts of suicide, and want someone to talk to. Their website lists the addresses and opening hours of their nationwide branches. They also provide a free-phone number that can be called from anywhere in the Republic of Ireland.

-  Freephone 116 123 Or TEXT 087 260 9090
-  jo@samaritans.org
-  www.samaritans.org/ireland/samaritans-ireland

Your Mental Health Information Line is a phone service you can call anytime – 24hours a day.

A member of the team can tell you about:

- the mental health supports and services available to you
- how to access different services provided by the HSE and their funded partners

-  Freephone 1800 111 888

Healthpromotion.ie provides health advice on a range of topics such as healthy eating, smoking cessation and heart health. It also lists contact numbers for HSE Health Promotion & Improvement Offices in all counties.

-  healthinfo@hse.ie
-  www.healthpromotion.ie

Crime

The Crime Victims Helpline provides support to victims of crime in Ireland. Their aim is to support, inform and empower victims of crime. They can provide information about the criminal justice system and make referrals to other resources in your local community.

-  Freephone 116 006 (Monday, Wednesday, Friday 10am to 5pm, Tuesday, Thursday 10am to 6.30pm Saturday & Bank Holidays 2pm to 4pm, Sunday - closed) or Text 085 133 7711
-  info@crimevictimshelpline.ie
-  www.crimevictimshelpline.ie

The Dublin Rape Crisis Centre offers support services around sexual abuse issues, e.g. counselling and accompaniment services. Their website provides links to Rape Crisis Centres around Ireland listing the contact details and websites of each centre. The national helpline number takes calls from anywhere in the country and operates 24 hours a day, 365 days a year.

-  Freephone 1800 778 888
-  counselling@rcc.ie
-  www.drcc.ie

Men's Aid provides support services for male victims of domestic abuse.

-  General: 01-539 4277/ Confidential national support line: 01-554 3811 (Monday –Friday, 9am to 5pm)
-  Hello@mensaid.ie
-  www.mensaid.ie

Women's Aid provides support services for female victims of domestic abuse.

-  Freephone 1800 341 900 (Available 24/7)
-  helpline@womensaid.ie
-  www.womensaid.ie - an instant messaging service is available on the website 7 nights a week from 7pm to 10pm. During the COVID19 crisis the messaging service is also available Monday to Friday 10am to 1pm, Saturday 12pm to 3pm and Sunday 11am to 1pm.

If you would like more information on *Growing Up in Ireland*, please contact us by email: growingup@esri.ie

Note: You should always inform TUSLA if you have reasonable grounds for concern that a child may have been, is being, or is at risk of being abused or neglected. You can report your concern in person, by telephone or in writing to the local social work team in the area where the child lives. You can find contact details for social work teams and more information about reporting a concern at: <https://www.tusla.ie/children-first/parents-and-guardians/how-do-i-report-a-concern-about-a-child>. If a child is in danger outside office hours or is in immediate danger you can contact the Gardaí: 999 or 112.