

## FAQs – Support Services\*

### Where can I get emotional support?

Contact your school or guidance counsellor and see the lists of available online and phone supports below.

There are various supports available including:

- **Jigsaw Online (Ages 12-25)**

The Jigsaw Support Line is available for free mental health support and advice to young people aged 12 to 25 years old, and parents or concerned adults in Ireland

- ❖ Freephone 1800 544729 (from 1pm to 5pm Monday to Friday)
- ❖ Text CALL ME to 086 180 3880, giving your preferred day and time for a call (from 9am to 5pm Monday to Friday)
- ❖ Email [help@jigsaw.ie](mailto:help@jigsaw.ie) (for responses from 9am to 5pm Monday to Friday)

Visit [www.jigsaw.ie](http://www.jigsaw.ie) or [www.jigsawonline.ie](http://www.jigsawonline.ie) for more information.

- **Barnardos**

Barnardos provide a national telephone support service for parents, in response to the challenges they are facing during the Covid-19 pandemic. Freephone 1800 910 123 (from 10am to 2pm, Monday to Friday)

Barnardos also provide a children's bereavement helpline service, for all members of the public seeking information and support in relation to bereavement. Telephone 01 473 2110 (from 10am to 12pm, Monday to Thursday). Referrals will be accepted for children up to the age of 18 who have parental/carers consent.

- **SpunOut.ie**

SpunOut.ie provides a wide range of articles and information for young people aged between 16 – 25 years, on many different topics, including mental health.

Free-text SPUNOUT to 50808 to chat to a trained volunteer.

Visit [www.spunout.ie](http://www.spunout.ie) for more information.

- **Pieta House**

Pieta provides free therapy to those engaging in self-harm, with suicidal ideation, or bereaved by suicide.

- ❖ Visit [pieta.ie](http://pieta.ie) for more information.
- ❖ Call free on 1800 247 247
- ❖ Text help to 51444

### More online supports

The **YourMentalHealth.ie** website provides information and signposting on all mental health supports and services that are available nationally & locally provided by the HSE and its funded partners. You can also call the freephone YourMentalHealth Information Line to find supports and services 1800 111 888 (any time, day or night). The supports and services are listed and can be searched using age profile or location of service.

### Online counselling supports

- **Crisis Textline (text 50808)**

Text HELLO to 50808 provides a safe space where you're listened to by a trained Crisis Volunteer. The Crisis Volunteer will introduce themselves, reflect on what you've said, and invite you to share at your own pace. You'll text back and forth, only sharing what you feel comfortable with. By asking questions, listening to you and responding with support, they will help you sort through your feelings until you both feel you are now in a calm, safe place.

- **MyMind**

MyMind provides free online counselling, psychotherapy services for children, adolescents and adults under the COVID-19 project. Clients of age 16 and above can use free of charge online counselling. However, the suitability of online sessions for children under 16 is limited, work in some cases may be more focused on parents (parental support), not directly with minors.

If you would like to book an appointment you can do so by contacting MyMind through email at [hq@mymind.org](mailto:hq@mymind.org) or calling the office at 0766 80 10 60.

For more information, please visit [mymind.org](http://mymind.org).

- **Childline (ISPCC)**

Ireland's 24-hour national listening service for young people up to the age of 18.

- ❖ Freephone 1800 666 666 (any time, day or night).
- ❖ Text 50101 (from 10am to 4pm every day).
- ❖ Chat online at [www.childline.ie](http://www.childline.ie) (from 10am to 4pm every day).

The support offered by various agencies listed above are for individuals who are feeling worried or anxious about various issues. For students who have complex mental health needs access to help continues to be through your GP or health centre or hospital emergency services as detailed below.

- **GP and health centres**

A GP can offer support for anyone in crisis. If possible, ask someone to come along with you. Find a service near you:

- ❖ [GP or health centre](#)
- ❖ [Out of hours GP service](#)

- **Hospital emergency services**

Go to or call the emergency department of [your local general hospital](#).

- **Telephone emergency services**

You can contact emergency services on [999](#) or [112](#).

- **Samaritans**

The Samaritans telephone service is available 24 hours a day or confidential, non-judgmental support:

- ❖ Freephone [116 123](tel:116123)
- ❖ Email [jo@samaritans.ie](mailto:jo@samaritans.ie)
- ❖ Visit [www.samaritans.ie](http://www.samaritans.ie) for details of the nearest branch

- **Messaging support service**

A new mental health messaging support service is available 24 hours a day, 7 days a week. It provides in-the-moment anonymous support when you need it most. This service aims to connect you with a trained volunteer in less than 5 minutes. They will listen to you and help you think more clearly, enabling you to know that you can take the next step to feeling better. Text YMH to 086 1800 280 (*Standard SMS rates may apply*).

There are also useful resources developed by the National Educational Psychological Service (NEPS) in the Department of Education to support your wellbeing at this time available at gov.ie [here](#)

*\*This information has been supplied by the Department of Education in support of the Leaving Certificate Helpline 2020.*