

# Helplines

Last updated April 2011/ Due for review June 2012

This factsheet provides information about helplines that can provide information and support to people with HIV. Some of the organisations and helplines listed are dedicated to HIV, whilst others provide information and support on other issues, such as debt, immigration and asylum, disability, legal issues and sexual health.

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**Brook**

0808 802 1234

Brook provides free and confidential information on sexual health and contraception to the under 25s. The helpline is open 9am to 7pm, Monday to Friday.

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**Citizens Advice Bureau**

Consult telephone directories for your local office or visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Free, confidential advice on debt, employment rights, immigration and the law.

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**Community Legal Advice**

0845 345 4 345

Monday to Friday 9am to 8pm and Saturday 9am to 12.30pm.

Established by the government, Community Legal Advice is designed to help people find free, local legal advice.

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**DIAL UK**

DIAL UK is a national organisation for a network of over 120 local disability and advice services. You can find your local DIAL helpline through the national website: [www.dialuk.info](http://www.dialuk.info)

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**Equality and Human Rights Commission**

0845 604 6610 - England

0845 604 8810 - Wales

0845 604 5510 - Scotland

Helplines open 8am to 6pm, Monday to Friday.

The Equality and Human Rights Commission is an independent body that works to secure civil rights.

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**fpa**

0845 122 8690

Formerly known as the Family Planning Association, fpa provide contraception and advice about sexual health. Helpline open 9am to 6pm Monday to Friday.

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**Haemophilia Society**

0800 018 6068

The helpline of the Haemophilia Society is open 10am to 4pm Monday to Friday.

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**i - Base**

0808 800 6013

i-Base run a specialised information support service by phone where you can discuss any aspect of HIV treatment in confidence. This is a freephone number within the UK.

Mon, Tues, Wed 12 to 4pm

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**MIND**

0300 123 3393

The information line of MIND, a mental health charity, is open Monday to Friday 9am to 6pm and provides information on mental distress, treatment, support and services.

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**National Sexual Health Helpline**

0800 567 123

This is a 24-hour national phonenumber offering confidential advice, information and referrals on all aspects of sexual health and HIV to anyone.

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**NHS Direct**

0845 4647

NHS Direct is a service that provides 24-hour confidential health information. It is open every day of the year.

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**Positively UK**

020 7713 0222

The helpline is open weekdays 10am to 5pm, and until 8pm on Thursdays. Positively UK provides peer support to people living with HIV and services include advocacy, information on treatment, and crèche facilities.

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**Refugee Council**

0808 808 2255

The Refugee Council is the largest organisation in the UK working with asylum seekers and refugees.

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**The Samaritans**

08457 90 90 90

[jo@samaritans.org](mailto:jo@samaritans.org)

The Samaritans are open 24 hours every day of the year. The Samaritans are available to anybody who is going through a personal crisis and thinking of taking their life or is lonely or depressed and feel they have no one to turn to for support.

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**THT Direct**

0808 802 1221

THT Direct is a specialist HIV telephone and information and advice service provided by Terrence Higgins Trust (THT). THT Direct is open 10am to 10pm Monday to Friday and 12noon to 6pm at weekends.