

Advice Lines and Support Organisations

Contact details for advice and support organisations:

Abuse

[Childline](#) – 0800 111

Helpline for anyone concerned about a child at risk of abuse, including children themselves.

[NSPCC](#) – 0808 800 5000

A national charity helping children who have been abused to rebuild their lives, protect children at risk, and find the best ways of preventing child abuse.

[Welsh Women's Aid](#)

Promotes a safer and more fulfilling future for women and children through awareness raising and prevention work

[Rape Crises UK](#) – 0808 802 9999

A national charity and the umbrella body for the network of independent member Rape Crisis organisations

[Family Matters](#) – 01474 537392

Helpline and counselling for people of all ages who have experienced rape or childhood sexual abuse.

[Survivors UK](#)

Male sexual abuse

Accident

[Child Accident Prevention Trust](#)

We are committed to reducing the number of children and young people killed, disabled or seriously injured in accidents.

[Royal Society for the Prevention of Accidents](#)

A national charity which aims to promote safety.

[Road Safety GB](#)

Links to non-commercial organisations and initiatives dedicated to improving road safety and reducing casualties

Adoption

[Wales Adoption Register](#)

The Register forms part of the 4 Nations Inter-Country Protocol allowing for cross border arrangements with the other devolved Registers if specific criteria are met in accordance with children's needs .

[National Adoption Service](#)

Promotes and supports best practice in adoption across Wales

[AFA Cymru](#) – 02920 761155 or 01745 336336

An advice service for members of the public and for professionals in Wales – providing help and information about adoption, fostering and tracing relatives to all those affected in any way.

[Adoption UK](#) – 029 20606200 (Wales helpline)

A national charity run by and for adopters providing, information , training and guidance at all stages of the adoption process.

[After Adoption](#) – 0800 0 568 578

Offers a range of adoption services, including: [Talkadoption](#) for young adopted people

[The Centre for Adoption](#) – 0208 447 4753

Previously the Overseas Adoption Helpline, IAC's mission is to place children from all parts of the world, both in the UK and overseas

[Oasis](#)

A voluntary support group for people who wish to adopt or who have already adopted children from overseas.

Advice – also see below – ‘Rights’

[Meic](#) – 0808 8023456

24/7 advocacy and advice helpline for children and young people in Wales under the age of 25

[Citizens Advice Bureau](#) – 03444 77 20 20

Helps people resolve their legal, money and other problems

[Advice Now](#)

Brings together information on the law and personal rights, including learning materials, case studies, quizzes and topical items.

[Rightsnet](#)

The latest welfare rights news and case law; daily updates in debt, housing, employment and community care; peer to peer casework support and training

[Youth Access](#)

The national membership organisation for young people's information, advice, counselling and support services (YIACS).

Advocacy

[Trosgynnal](#) – 029 20 39 69 74

A leading Welsh children's charity working with some of Wales's most vulnerable and marginalised children and young people

[Meic](#) – 0808 8023456

24/7 advocacy and advice helpline for children and young people in Wales under the age of 25

[NYAS](#) – 0808 808 1001

Working with Local Authorities to ensure the voice of vulnerable children and young people in Wales are heard and acted upon

Arts, creative

[National Youth Arts Wales](#)

Encourages, supports and promotes national performing opportunities by and for young people: Brass, Choir, Dance, Jazz, Orchestra, Theatre, Wind

Bereavement

[Child Bereavement UK](#) – 0800 02 888 40

Supports families and educates professionals when a baby or child any age, dies or is dying or when a child is facing bereavement.

[The Compassionate Friends](#) – 0845 123 2304

A charity of bereaved parents, siblings and grandparents dedicated to the support and care of other bereaved parents, siblings and grandparents who have suffered the death of a child /children.

[Cruse](#) – 0844 477 9400

Cruse Bereavement Care provides support after the death of someone close.

[Hope Again](#) – 0808 808 1677

A Cruse website, for young people by young people.

Bullying

[Bully Busters](#) – 0800 169 6928

Bully Busters™ is an Anti Bullying organisation providing support for victims of bullying and their families.

[Kidscape](#)

Equips young people, parents and professionals with the skills to tackle bullying and safeguarding issues

[BullyingUK](#) – 0808 800 2222

Information, advice, guidance and support on any aspect of parenting and family life, including bullying

[BulliesOut](#)

Provides help, support and information to individuals, schools, the workplace, youth and community settings.

[Wise Kids](#)

Understand how cyber-bullying happens, and how to act on reports of these incidents promptly.

Care – leaving care

[Voices from Care Cymru](#) – 029 20 45 14 31

Brings young people together from throughout Wales, who are, or have been looked after.

[Info 4 Care Kids](#)

A website designed to help a looked-after child or young person with information, advice and useful links to further resources.

[The Who Cares? Trust](#)

A voice for children in care

[Family Rights Group](#) – 0808 801 0366

Supports families whose children are involved with, or require, local authority services because of welfare needs or concerns.

[Catch 22](#)

Committed to ensuring that care leavers have access to the best possible life changes when making the transition from the care system to independence

[Care Leavers Association](#)

A user-led charity run by care leavers for care leavers

[A National Voice](#)

A national voice for young people who are in Care or who have been in Care.

[Coram Voice](#) – 0808 800 5792

Enables children and young people to hold to account the services that are responsible for their care.

Care Council

[Care Council for Wales](#) – 0300 30 33 444

The social care workforce regulator in Wales and responsible for promoting and securing high standards in social care services.

Careers

[Careers Wales](#) – 0800 100 900

Offers careers advice to young people

Care Inspectorate

[Care and Social Services Inspectorate for Wales](#) – 0300 062 8800

Regulates and inspects to improve care and social services for people in Wales.

Carers – see below – Young Carers

Child Protection – see below

Safeguarding Children

[Wales PPA](#)

Wales charity promoting and supporting bilingual pre-school care, education and learning through play

[Meithrin Cymru](#)

Providing Welsh-medium early years care and education in the voluntary sector.

[Twf Cymru](#)

Offers free advice to parents on raising children in two languages from day 1

Children and Young People

[Meic](#) – 0808 8023456

Advocacy and advice 24/7 helpline for children and young people in Wales under the age of 25

[ChildLine](#) – 0800 1111

A confidential service for children and young people up to the age of nineteen.

[Children in Wales](#) – 029 2034 2434

The national umbrella body for organisations and individuals who work with children, young people and their families in Wales.

[Early Support Wales](#)

A former Welsh Government programme developed to improve the lives of children with additional needs and their families

[Childrens Rights Wales](#)

A site to help local practitioners, policy makers, managers and strategists develop their understanding of children's rights and how to adopt a children's rights perspective to their work

[Save the Children](#) – 02920 396838

Runs programmes to save children's lives and challenge world leaders to keep to their promises to give children a brighter future

[Barnardos](#) – 029 2049 3387

A national charity providing services working with vulnerable children, young people, families and communities, helping build a better future.

[Action for Children](#)

Supporting the most vulnerable and neglected children and young people in the UK

[Children's Commissioner for Wales](#) – 0808 801 1000

Supports children and young people to find out about children's rights

[Prince's Trust](#) – 0800 842 842

Programmes giving practical and financial support to stabilise lives, developing key skills, confidence and motivation, enabling young people to move into work, education or training.

[The Site](#)

On-line guide to life for 16-25 year-olds in the UK providing non-judgmental support and information

[Youth Justice Legal Centre](#)

[Young Enterprise](#)

UK's leading enterprise and financial education charity for young people through a range of practical enterprise programmes.

Complaints

To enquire about the complaints process of each agency/service, go to their website or phone the agency and ask to be put through to the Complaints Officer. Each Social Service Department, as of August 2014, is required to follow the revised [Welsh Government guidance](#) on dealing with complaints.

[Public Services Ombudsman for Wales](#) – 0300 790 0203

To put things right for users of public services and to drive improvement in those services and in standards in public life using the learning from the complaints.

Disability

[Disability Wales](#) – 02920 887325

Wales first port of call for information, comment, opinion and opportunities for getting involved in campaigning for disability equality

[Cerebra](#) – 0800 328 1159

Charity set up to help improve the lives of children with brain related condition

[Disability Sports Wales](#)

Committed to 'inspiring the delivery of bigger and better outcomes for sport'

[Scope Wales](#) – 0808 800 3333

Exists to make this country a place where disabled people have the same opportunities

[Shine Charity](#) – 02920 813847

Spina bifida and hydrocephalus information, networking and equality

[Contact a Family](#) – 0808 808 3555

Supporting families of disabled children across the UK whatever their condition or disability.

[Child Brain Injury Trust](#) – 0303 303 2248

UK charity supporting children, young people, their families and professionals to help them come to terms with what has happened and how to deal with future uncertainties

[Headway](#) – 0808 800 2244

UK charity working to improve life after brain injury

[National Autistic Society](#) – 08088 004104

Leading UK charity for people with autism (including Asperger) and their families.

Discrimination

[Equality Advisory Service](#) – 0808 800 0082

Assists individuals on issues relating to equality and human rights in the UK.

Domestic Abuse

[Live Fear Free](#) – 0808 8010 800

Email: info@livefearfreehelpline.wales

Drugs and Drink

[Welsh Council for Alcohol and Drugs](#)

Promoting Choice and Responsible Living

[National Association for Children of Alcoholics](#) – 0800 358 3456

Providing information, advice and support for everyone affected by a parent's drinking

[WCADA](#) – Charity and limited company to prevent, treat and reduce the harm caused by alcohol and drugs.

[Cais](#) – 0845 06 121 12

Provider of personal support services for those who having problems with addictions, mental health, personal development and employment

[Talk to Frank](#) – 0300 123 6600

A to Z list of substances, explaining appearance and use, effects, chances of getting hooked, health risks and UK law. Includes information on peer pressure,

[It's the Drink Talking](#)

A youth-driven campaign, hosted by Alcohol Concern giving young people a voice on alcohol issues and the tools to create positive change.

[Alcohol Concern](#)

Helps people through provision of information and guidance...to change the drinking culture in the UK

[Solve It](#) – 01536 414 690

Provides specialist service dedicated to increasing awareness of Solvent Abuse

Education

[Pupil Voice Wales](#)

A one-stop shop for pupil participation in Wales.

[Estyn](#) – 029 2044 6446

Her Majesty's Inspectorate for Education and Training in Wales, independent of, but funded by the Welsh Government in order to inspect quality and standards in education and training in Wales.

[SNAP](#) – 0845 120 3730

Welsh charity advancing the education of people and support their inclusion.

[Student Finance Wales](#) – 0845 602 8845

A one stop shop for all matter on student finance in Wales

[Place2Be](#)

Leading UK provider of school-based mental health support

Emotional Health and Well-being

[Mind](#)

Providing advice and support to empower anyone experiencing a mental health problem.

[C.A.L.L.](#) – 0800 132 737

Offers emotional support and information/literature on Mental Health and related matters to the people of Wales

[NHS Wales Health and Well-being Youth Worker Tool Kit](#)

[The Site](#)

On-line guide to life for 16-25 year-olds in the UK providing non-judgemental support and information on everything from sex and exam stress to debt and drugs.

[Young Minds](#)

UK's leading charity committed to improving the emotional well-being and mental health of children and young people. **Young Minds does not offer advice to young people** – the Parents helpline 0808 802

5544 is for parents or cares worried about a child or young person.

[Samaritans](#) – 08457 90 90 90

If something's troubling you, get in touch, 24 hours a day, 365 days a year.

[Self Harm UK](#)

A project dedicated to supporting young people impacted by self-harm, providing a safe space to talk, ask any questions and be honest about what's going.

[National Self Harm Network](#)

Support individual, provide information, raise awareness and empower

[Place2Be](#)

Leading UK provider of school-based mental health support

Family

[Family Information Services \(FIS\)](#)

Located on each local authority web site, as the first point of contact for advice and information on local services for families and carers.

Family and Child Care Trust

Aims to make the UK a better place for families, through research, campaigning and information provision, and working to reduce pressures on family life.

Family Lives – 0808 800 2222

A UK family support charity providing help and support in all aspects of family life. 24 hour 7 day a week freephone helpline for anyone involved in caring for children

Family Rights Group – 0808 801 0366

Supports families whose children are involved with, or require, local authority services because of welfare needs or concerns.

Female Genital Mutilation

Live Fear Free

National NSPCC FGM Helpline: 0800 028 3550

Email help@nspcc.org.uk

Finance and Debt

Money Advice Service – 0300 500 5000

Free and impartial government funded site to help people manage their money better

Turn2Us – 0808 802 2000

A free service that helps people in financial need to access welfare benefits, charitable grants and other financial help – online, phone or face to face .

Money Made Clear Wales

A Wales Co-operative Centre initiative, how to manage money better.

Housing Debt Line Wales – 0800 107 134

Step Change Debt Charity – 0800 138 1111

Free advice on problem debts

National Debtline – 0808 808 4000

A free, independent and confidential debt advice service run by the charity Money Advice Trust.

Forced Marriage

Live Fear Free

Forced Marriage Helpline 0207 008 0151 (between 9-5) or the Out of Hours service on 020 7008 1500 (ask for the Global Response Centre).

Fostering

Fostering Network – 029 2044 0940

Member based organisation, working with fostered children and young people, fostering families and the services who support them.

Kids Who Foster

Recognising the need to support the sons and daughters of Foster Carers

Hearing

[Wales Council for Deaf People](#) – 01443 485687

The Wales umbrella organisation, both voluntary and statutory, working in the field of hearing loss and representing people who are deaf, deafened, hard of hearing or deaf/blind.

[National Deaf Children's Society](#) – 0808 800 8880

UK charity dedicated to creating a World without barriers for deaf children and young people.

[Action on Hearing Loss](#)

Working for a world where hearing loss doesn't limit or label people.

Housing

[Shelter](#) – 0845 075 5005

Provides independent specialist advice, advocacy and legal representation for anyone with housing problems.

LGBT+

[Stonewall Cymru](#) – 08000 50 20 20

The all-Wales Lesbian, Gay & Bisexual charity aiming to achieve equality for LGB people at home, school and work

Gambling

[Young Gamblers](#)

Informs, educate and safeguard against problem gambling among young people

[Big Deal](#) – 0808 8020 133

Young persons site provides information about the risks involved with gambling

[GamCare](#) – 0808 8020 133

Provides confidential and expert information, advice, support and free counselling for the prevention and treatment of problem gambling.

International

[International Social Services](#)

Strives to protect, defend and support children and families separated as a consequence of cross border migration.

[Children and Families Across Borders](#) – 020 7735 8941

The only UK non-government organisation specifically dealing with child protection cases which involve the UK and one or more countries

[Red Cross](#) – 02920 815 680

Provides a wide range of services throughout Wales.

Learning Disabilities

[MENCAP Wales](#) – 0808 808 1111

Provides support for people with a learning disability so that they can live as independently as they want.

[Learning Disability Wales](#) – 02920 68 11 60

Creating a Wales that values and includes every child, young person and adult with a learning disability

[Cartrefi Cymru](#) – 02920 64 22 50

A not for profit organisation supporting people in Wales to lead fulfilled lives at home and in the community.

[Speakup Self Advocacy](#) – 0303 123 7013

To improve the lives of people with learning disabilities/autism

Legal

[Children's Legal Centre](#) – 08088 020 008

UK's leading children's legal charity promoting children's rights in the UK and worldwide.

[Law Stuff](#)

Children's Legal Centre – Raising awareness of legal matters among young people across the UK

[Family Rights Group](#) – 0808 801 0366

Supports families whose children are involved with, or require, local authority services because of welfare needs or concerns.

[Civil Legal Advice](#) – 0845 345 4345

Government information on free legal advice if eligible for legal aid.

Maternity

[Maternity Action](#) – 0845 600 8533

UK's leading charity committed to ending inequality and improving the health and well-being of pregnant women, partners and young children – from conception through to the child's early years

Missing People

[Runaways](#) – 116 000

If you've run away, been forced to leave home, are thinking about it or are worried about someone

[Missing Kids](#) – 116 000

Raising public awareness of the issues associated with missing children

[Missing People](#) – 116 000

The only UK specialises in bringing missing children and adults back together with their families.

Participation

[Pupil Voice Wales](#)

The one-stop shop for pupil participation in Wales

[Participation Workers Network for Wales](#)

A range of resources to help practitioners support children and young people's participation.

[Participation Hub Wales](#)

Bringing together participation activities in Wales

[Youth Friendly](#) – 01492 583639

Using design, film and media to communicate with children and young people, involving them in decisions that affect their lives and giving them a 'voice'

[ProMo-Cymru](#) – 029 2046 2222

Working in the cultural sectors, enterprise, communication, media and web

Parents and Grandparents

[Young Minds](#) – Parents helpline **0808 802 5544**

UK's leading charity committed to improving the emotional well-being and mental health of children and young people.

[Family Rights Group](#) – **0808 801 0366**

Supports families whose children are involved with, or require, local authority services because of welfare needs or concerns.

[Gingerbread](#) – **0808 802 0925**

Provides free advice, training and practical support for single parents, and campaign to improve the lives of all single parent families

[Separated Dads](#)

Provides help with all aspects from emotional to financial to legal

[Kinship Carers](#)

Site run by Kinship Carers for Kinship Carers, offering knowledge, experience and friendship, but not legal advice

[Grandparents Plus](#) – **0300 123 7015**

National charity which champions the vital role of grandparents and the wider family in children's lives

[Grandparents Association](#) – **0845 43 49 585**

National charity which supports all grandparents and their families through the helpline and expert advice.

Race, Ethnic

[Ethnic Youth Support Team](#) – **01972 466980**

Providing targeted, cultural and holistic support service to meet the needs of young BME people aged 11-25

[Race Council Cymru](#)

Wales overarching/umbrella body for key organisations to work to combat prejudice, race discrimination, harassment, abuse and violence

Refugee

[Refugee Youth](#)

A community of young people from around the world, now living in the UK

[Wales Refugee Council](#) – **02920 48 98 00**

Wales based charity, committed to protecting the human rights of asylum seekers and refugees in Wales

[Refugee-Action](#)

Standing up for people who've fled persecution, violence and harassment.

Relationships

[Relate Cymru](#) – 0300 003 2340

Offers counselling services for every type of relationship and advice on marriage, LGBT issues, divorce and parenting.

Rights

[Children's Rights in Wales](#)

To help local practitioners, policy makers, managers and strategists develop their understanding of children's rights and how to adopt a children's rights perspective to their work.

[Family Rights Group](#) – 0808 801 0366

Supports families whose children are involved with, or require, local authority services because of welfare needs or concerns.

[Just for Kids Law](#)

Delivers support to children and young people from crisis to stability and into independence

[Children's Commissioner for Wales](#) – 0808 801 1000

Supports children and young people to find out about children's rights

[Welsh Language Commissioner](#)

Promotes and facilitates the use of the Welsh language

[Citizens Advice Bureau](#)

This information covers the general rights of children and young people.

[YoungStonewall](#) – 08000 502020

Site for young people to find out about affecting lesbian, gay and bisexual people at home, work and school

[Direct.Gov](#)

UK government information on working, jobs and pensions

[Liberty](#)

Campaigns to protect basic rights and freedoms through the courts, in Parliament and in the wider community.

Safeguarding

[All Wales Child Protection Procedures](#)

These procedures combine the shared knowledge and experiences of Wales Local Safeguarding Children Boards (LSCBs) and reflect the changes required from child protection reports

[Children and Families Across Borders](#) – 020 7735 8941

The only non-government organisation in the UK set up specifically to deal with child protection cases which involve the UK and one or more countries

[Kidscape](#)

Equips young people, parents and professionals with the skills to tackle bullying and safeguarding issues across the UK

Sexual Health

[NHS Direct Wales](#) – 0845 46 47

Sexual health information for the public

[Family Planning Association](#) – 01248 353534

Champion people's right to sexual and reproductive health and well-being through advocacy, information, education and campaigning.

[Brooks Advisory](#)

Provides free and confidential sexual health and well being services

[All Wales Sexual Health Network](#)

Promoting positive participation in sexual health practice throughout Wales

Sight

[Wales Council for the Blind](#) – 029 20 473954

The umbrella agency representing vision impairment within Wales.

[RNIB Wales](#) – 029 2082 8500

Wales' largest sight loss organisation.

Social Media

[Think U Know](#)

Created by CEOP with friendly and useful information for young people on how to stay safe on-line.

Provides internet safety advice for parents and carers

[Wise Kids](#)

Promoting innovative, positive and safe internet use

[Quib.ly](#)

Adults can ask questions about the technology children are using, reply to others with answers, and get advice from like-minded parents and knowledgeable experts.

[UK Safer Internet Centre](#)

A place to find e-safety tips, advice and resources to help children and young people stay safe on the internet

Sports

[Sport Wales](#)

To foster excellence and quality in both grassroots and elite sports provision

[All Wales Sports](#)

Traveller

[Travelling Ahead](#)

Supports young Gypsies and Travellers in Wales to have a voice and to have a say

[Gypsies and Travellers Wales](#) – 02920 214 411

To support and enable Gypsies and Travellers to achieve a high and sustainable quality of life, within their own culture

Voluntary

[Volunteering Wales](#)

For those between 14 and 25 years old there is lots of information and advice on volunteering

[WCVA](#)

The voice of the voluntary sector in Wales. Provides information on volunteering, training and grants

Young Carers

[Young Carers Tool Kit](#)

Tool kit commissioned by the Welsh Government, as a key priority in the Carers Strategy for Wales, produced by Youth Friendly with the help of the Young Carers Network

[Babble](#)

A Carers Trust on line community for young carers, a space for friendship, support, advice and fun

[Carers Trust Wales / Cymru](#) – 02920 090087

Provides action, help and advice to carers throughout Wales.

[NHS Direct](#)

A carer is anyone looking after someone who is unable to cope on their own without being paid to do so.

[Barnardos](#)

Young carers are children who help look after a member of the family who is sick, disabled or has mental health problems, or is misusing drugs or alcohol.

[Wales Dementia Helpline](#) – 0808 808 2235

Offers emotional support to anyone, of any age, who is caring for someone with Dementia as well as other family members or friends

[Action for Children](#)

Supporting young carers is about providing practical and emotional support

Youth

[Youth Cymru](#)

A charity working with youth groups, youth workers and young people throughout the whole of Wales.

[Urdd](#)

Provides the young people of Wales the chance to live vibrant lives through the medium of Welsh

[Scouts Wales](#)

Offers challenge and adventure to members in Wales through 200 activities on offer

[Girlguiding Cymru](#)

Offering fun, exciting activities for all girls and young women helping to give girls a head start in life and curious about the world they live in and the difference they can make.

[Boys and Girls Clubs of Wales](#)

Offers help and support to youth clubs/groups/sports clubs.

Youth Justice

[Youth Justice Legal Centre](#)

Legally accurate information about youth justice law in England and Wales

[Just for Kids Law](#)

Delivers support to children and young people from crisis to stability and into independence

[Youth Justice Board](#)

Oversees the youth justice system in England and Wales

Youth Workers

[Youth Work Wales](#)

Provides a range of current information which will help develop thinking and practice.

[Council for Wales of Voluntary Youth Services](#)

Independent body for the voluntary youth work sector in Wales.