

Interpreting support

Available 24/7

Those with hearing difficulties

Lifeline support is available for deaf people and those with hearing difficulties. Textphone users can contact Lifeline on [18001 0808 808 8000](tel:1800108088088000).

Textphone can be assessed using the NGT Lite App, [read the guidance on getting stated with NGT](#).

British and Irish Sign Language users can contact Lifeline using the [SignVideo app](#).

English not your first or preferred language

If English isn't your first or preferred language, you can still phone Lifeline.

Lifeline uses the Big Word Interpreting service to support callers who cannot or prefer not to speak English.

Big Word Interpreting is free to use.

Interpreters working for Big Word are bound by confidentiality.

To use Big Word

- Phone Lifeline on [0808 808 8000](tel:08088088000)
- Tell the counsellor that you need an interpreter
- Tell the counsellor the name of your preferred language

Once you are connected to an interpreter you will have a three-way conversation with Lifeline.

If you are attending face-to-face counselling and require an interpreter, Lifeline will arrange this when booking your appointment.

Promote Lifeline in other languages

Information on Lifeline has been translated into 20 languages. You can listen and share the video in your language by selecting it below.

The Lifeline promotional message was translated by [Diversity NI](#) through the Public Health Agency's contract with Newry Mourne Down District Council Health Inequality Division.



Polish



Arabic



Lithuanian



Romanian



Bulgarian



Tetum



Portuguese



Slovak



Russian



Mandarin



Hungarian



Cantonese



Latvian



Somali



Bengali



Farsi



Czech



Turkish



Urdu



Spanish