



Headsup is supported by Meteor



GIVING YOUNG PEOPLE A HEADSUP

A free, confidential 24-hour text service was recently launched to give young people access to a range of helpline and support services.

OVER THIRTY YOUNG PEOPLE, two camera crews and half a dozen press photographers joined RTÉ's Caroline Morahan in St Stephen's Green last August for the high-profile launch of 'Headsup', Rehab's free 24-hour text service. 'Headsup' enables young people to access a range of helpline and support services simply by texting the word "Headsup" to 50424. The confidential and fully-automated service, which is generously supported by Meteor, is the first of its kind in Ireland, and offers information on how to access support services for a wide range of issues such as relationships, suicide, sexual health and mental health.



In the four months since the launch, over 8,500 texts have been received by the innovative new service. Headsup is quick and easy-to-use, giving the user an immediate response to a wide range of problems. Once a text is received by the service, the user is sent a list of topics they might like help with. There are 12 options to choose from: crisis, suicide, alcohol, drugs, mental health, debt, sexuality, abuse, gambling, sexual health, parenting and teen issues. The user chooses the topic and instantly receives a list of appropriate helpline numbers. The Samaritans, AL Anon, Aware, Women's Aid, Childline, Money Advice and Budgeting Service and Bodywhys are among the many support services listed.

“

It is designed
with young
people in mind
as they all use
mobile phones
on a daily basis

”

Angela Kerins, Chief Executive, Rehab Group, believes that a wide range of factors can affect mental well-being among young adults, including exam stress, financial problems, relationships and sexuality issues. She says: “Unfortunately with many crises there may be only a short period of time when a young person tries to access help, and in many cases, they do not know where to go to get the support that they need. The ‘Headsup’ text service enables people to receive, direct to their mobile phone, up-to-date contact numbers for organisations that can provide the practical advice that they need to deal with life’s challenges.

The support services available through the 'Headsup' text service are as follows:

- **Crisis:**
Samaritans, Gardaí
- **Suicide:**
Samaritans, Console
- **Alcohol:**
AA, AL Anon
- **Drugs:**
Narcotics Anonymous, Drugs/HIV Helpline
- **Mental Health:**
Schizophrenia Ireland, Aware, Bodywhys, Grow
- **Debt:**
Money Advice and Budgeting Service
- **Sexuality:**
Belong to, Gay Switchboard
- **Abuse:**
Women's Aid, Amen, Rape Crisis Centre, One in Four, Cari
- **Gambling:**
Gamblers Anonymous/Gam Anon
- **Sexual Health:**
Positive Options, Drugs/HIV Helpline
- **Parenting:**
Parentline, One Family, Treoir
- **Teen Issues:**
Teenline Ireland, Childline

"This service, therefore, increases significantly the possibility of young people accessing the support they need. It is designed with young people in mind as they all use mobile phones on a daily basis."

Amanda Carroll is Meteor's Media and PR Manager. She adds: "The Headsup text service is a helpful way of creating communication between young people and the support groups that can assist them with any issues they may be experiencing."

"We at Meteor are committed to offering a simple, effective communications service to all our customers and we welcome the opportunity to support the Rehab Group with this valuable communications resource for young people in difficulty."

The new service is supported by an extensive youth-focused marketing campaign and is one of a number of suicide prevention initiatives currently being developed by Rehab. Other initiatives include a lifeskills and life-coaching course, a parenting course for fathers, and workplace training on suicide prevention. ■

How to use this service

Step 1: Text the following

To: 50424

Headsup

Send

Step 2: Read the reply

From: 50424

For info reply with 1 of the following:
Crisis, Suicide, Alcohol, Drugs,
Mental Health, Debt, Sexuality,
Abuse, Gambling, Sexual Health,
Parenting, Teen Issues.

Reply

Step 3: Reply with 1 option and receive contact information

To: 50424

Suicide

Send

Who to contact

For further information please contact:



Collette Ryan

Suicide Prevention Project
Manager
RehabCare

(01) 205 7326
collette.ryan@rehabcare.ie