



The Irish family carer help map

Who to contact, what to ask and where to write the answer

Republic of Ireland only | Last reviewed: 18 July 2026

Who can help?

Immediate danger or urgent medical help

Emergency services

112 or 999

A health service, assessment or support at home

HSE Live

1800 700 700

Monday to Friday, 8am to 8pm; Saturday, 9am to 5pm; Sunday and bank holidays, closed

www2.hse.ie/contact

What to ask

I am helping to coordinate care for a relative in _____. Who is the correct local service to contact about _____?

An entitlement, form, right or application

Citizens Information Phone Service

0818 07 4000

Monday to Friday, 9am to 8pm

www.citizensinformation.ie

What to ask

I am trying to understand _____. Can you explain the current eligibility rules and the steps to apply?

Support for you as a family carer

Family Carers Ireland National Freephone Careline

1800 24 07 24

familycarers.ie

What to ask

I am helping to care for _____ and I need guidance with _____. What carer support is available locally or online?

A possible abuse or neglect concern

GP, public health nurse or local HSE safeguarding and protection team

www.hse.ie/complaints-feedback/report-a-concern-about-a-vulnerable-adult

What to ask

I want to raise a concern about what I have seen or heard. What information do you need from me?

Write down the answer

Name or service given: _____

Reference number: _____

Next step: _____

Who will do it?: _____

By what date?: _____

Before you call

- ☐ Your relative's county and Eircode
- ☐ Their GP and relevant service names
- ☐ A short factual description of the issue
- ☐ Any application or reference number
- ☐ Pen and paper for the name of the service and next step

Share information carefully

Do not share more personal information than the service needs. Where possible, involve your relative and ask what support they want.

Important

This resource is general information, not a medical assessment and not medical, legal or financial advice.

Where possible, involve your relative in decisions, ask what support they want and respect their wishes. Concern does not remove their voice.

For a non-emergency concern about possible abuse or neglect, speak to a GP, public health nurse or local HSE safeguarding and protection team. You can report what you know even if you do not have every detail.

If someone needs immediate medical help or is at immediate risk of harm, call 112 or 999.

Sources checked 18 July 2026: [Contact the HSE](#) | [Raise a concern about adults at risk of abuse](#) | [Citizens Information - find a centre and phone service](#) | [Family Carers Ireland National Freephone Careline](#)