



# **Boloh**

## **Helpline**

**Supporting Information for  
Hong Kong British Nationals  
(Overseas) (BN(O))**

**Believe in  
children**  
 **Barnardo's**

## About Boloh Helpline

Boloh is a Helpline providing support and advice to Hong Kong British National residing in the UK. The Helpline is available between 10am to 8pm Monday to Friday and on Saturday from 10am to 3pm. Helpline staff are either from Black, Asian, and minority ethnic communities, or have prior professional experience of delivering services to children, young people and families and adults from these communities.

The helpline is not just a listening service; it provides practical and emotional support over the phone and webchat and can refer to other specialist services in the community. Settling into a new country can be challenging, so we have a dedicated team of psychotherapists who are on hand to provide psychotherapy support in Cantonese and English.

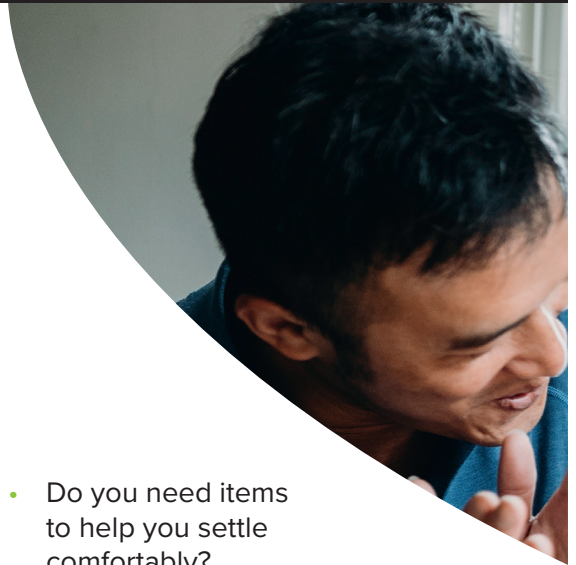
## How can we help?

Are you a Hong Kong British National settling in the UK?

- Do you need help and advice with resettlement, like finding housing, accessing health care, education, English classes or employment?

- Do you need items to help you settle comfortably?
- Do you or your child need someone to talk to confidentially about what you are experiencing?

You can speak to us about your worries, problems and stresses during this time. We can provide emotional support, advice and refer you to other organisations who can provide further help. The support we provide is for adults and children. You can call or chat with us via the webchat available on our website. You do not need to share your details with us, but if you want to be referred to our team of psychotherapists or another service, we will need to take your details and share it with your consent. You can ask another organisation to contact the helpline on your behalf.





### **What happens when you make contact with the helpline?**

You will receive a response from a friendly Helpline Advisor who will talk to you about what you and/or your child(ren) are experiencing. The Helpline Advisor will listen to you and support you in deciding what kind of support and advice you require. With your agreement, the Helpline Advisor could have several calls with you and they can arrange to call you back at a time suitable to you. The Helpline Advisor can arrange for you and/or your child(ren) to speak to a psychotherapist to have six

counselling sessions and further sessions could be offered if required. The sessions will take place over the phone or virtually at a time and frequency suitable to you. The first and sixth session will be for 45 minutes to allow for an initial assessment to be made of three key challenges you are facing, with the final session to discuss and note progress made during the service.



Sessions two to five of 30 minutes each, will comprise of therapeutic support to address the key challenges identified in the first session.

Our Vision is to see young people, their families and adults who are Hong Kong British Nationals develop their inner strength to respond to the challenges of resettlement, and beyond. We would very much like to work with you to achieve this vision, so please talk to us if you need support by making contact via:

**Freephone: 0800 151 2605**

**Email: [boloh.helpline@barnardos.org.uk](mailto:boloh.helpline@barnardos.org.uk)**

**Website: [helpline.barnardos.org.uk](http://helpline.barnardos.org.uk)**

