

Helpline

Helpline staff can answer queries on all aspects of raising a disabled child, from providing medical information about a particular diagnosis; giving detailed advice about benefits and services; through to schooling and assessments and statements of special educational needs.

Additionally, helpline advisers can arrange an interpreter over the phone for parents who don't speak English.

In your area

Contact a Family has a network of national, regional and local project offices who provide general local disability information, support the parent groups in their area and run activities for parents such as workshops and family events.

We also have a network of volunteer Local Reps, in different parts of the UK, who are parents of disabled children and can help with local contacts and support.

In some areas our Family Workers work with families on a one to one basis and can help in times of crisis. For details of the support available in your area please call the helpline.

MakingContact.org

We offer a web based linking service at Web: <http://www.makingcontact.org> where families can register against a condition (or a number of conditions) and contact other families. For further information on this service either visit the website or call the helpline.

Freephone helpline: **0808 808 3555**
Web: **www.cafamily.org.uk**

Getting in contact with us

Free helpline for parents and families:

0808 808 3555

Textphone:

0808 808 3556

Open Mon–Fri, 10am–4pm
and Mon, 5.30–7.30pm

Access to over 100 languages

www.cafamily.org.uk
www.makingcontact.org

Contact a Family Head Office:
209-211 City Road, London EC1V 1JN
Tel **020 7608 8700**
Fax **020 7608 8701**
Textphone **0808 808 3556**
Email **info@cafamily.org.uk**
Web **www.cafamily.org.uk**



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VAT Registration No. GB 749 3846 82

contact a family
for families with disabled children



Resources for
local and national
support groups

This leaflet explains how Contact a Family can be used by local and national support groups across the UK.

Why struggle with an issue if assistance is available?

You can then focus your energy on other important group activities.

Let us help you.

Dedicated Groups Officer

Access to a dedicated Groups Officer who can give advice and support from getting going to registering as a charity, on-going development and everything in between.

Local Groups Network

Local groups can become a member of the Local Groups Network which entitles you to a free copy of your local Contact a Family office's newsletter. If your group is based in an area where there is no Contact a Family office, you will receive a bulletin specifically produced for local groups looking at issues of particular relevance, for example, funding, workshops and the opportunity to exchange ideas and share good practice.

Contact a Family database

Your details will be held on our database, which is used by the helpline and the local offices to direct enquirers looking for groups who provide either general support or support for a specific condition.

'Connected'

All groups will receive one free copy of 'Connected', our quarterly magazine. Each issue looks at a themed topic of relevance to families of a disabled child, for example, short term breaks, parent participation.

Group Action Pack Guides

These are short guides highlighting key points to consider on a range of topics of interest to both local and national groups. They look at issues around starting groups and continued development, for example, fundraising, speaking to the media. These free guides are available on Contact a Family's website or alternatively, they can be ordered from the Group Officers or the helpline.

Contact a Family Directory

We produce a directory of 'Specific Conditions, Rare Disorders and UK Family Support Groups'. The contact details of national groups can be listed in this directory, if appropriate. The directory is available on-line, in paper and on CD Rom. This resource is used by parents and professionals.

E-Bulletins

There are three email bulletins: a **general bulletin** which is produced monthly looking at a range of topics affecting families with a disabled child; a **parent participation bulletin**, produced bi-monthly focusing on participation topics; and a **rare disorders bulletin**, also produced bi-monthly focusing on issues affecting rare disorders, for example, research, and giving ideas of what other groups are doing.

Groups can sign up for these free bulletins via the website. If you do not have web access copies can be posted out – speak to your Groups Officer. Subscribe at Web: <http://lists.cafamily.org.uk/lists>

Website and factsheets

Our website at Web: <http://www.cafamily.org.uk> contains a wealth of information, including a range of factsheets which can be downloaded free of charge (or ordered via the helpline/Groups Officers), some of which are targeted at particular family members, for example, grandparents. Others explain your rights to particular forms of help which may be available such as benefits and tax credits, and we also have a quick checklist of benefits and services that families may be entitled to.

Several of the factsheets have been translated into community languages.

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