

**contact** a family  
for families with disabled children



Transforming the  
lives of families with  
disabled children

Incorporating **The Lady Hoare Trust**

Every 25 minutes a child is born or diagnosed with a severe disability. It is estimated that there are over 770,000 disabled children in the UK. The overwhelming majority are cared for at home by their families, with little or no outside help.

Often parents with disabled children find they don't know anyone else facing the same difficulties as they do. Most want contact with another family who have been through similar experiences. Also, parents with disabled children can go years before finding out about crucial support that is available to them. Many live in poverty, and in housing which is unsuitable for their needs. Without the support they are entitled to, these families can reach breaking point.

Last year we helped over 300,000 families with disabled children.

Contact a Family acts as a force for change, lobbying government to get a better deal for families with disabled children, at Westminster and the devolved nations.

Contact a Family enables parents to influence services at a local and national level.

"When I rang, I felt for the first time that I had found people who could really understand what we were going through."

Parent

# How Contact a Family helps

## Helpline

0808 808 3555

## Textphone

0808 808 3556

Freephone 10am-4pm Mon-Fri & 5.30-7.30pm  
Mon evenings

## Guides

We produce a wide range of guides on different types of practical support available to families with disabled children - benefits, special educational needs, holidays, play, equipment, adaptations to the home, and short breaks. We also produce guides on involving parents in developing services.

## Freephone helpline

Our dedicated freephone helpline staff can advise parents, and professionals working with them, on a range of issues such as benefits, education, and short breaks. The helpline advisers can also provide information about services, disabilities and support groups. If English is not your first language there are interpreters available through Language Line.

## Information online

Our award winning website **[www.cafamily.org.uk](http://www.cafamily.org.uk)** hosts our unique Directory – the ultimate guide to medical conditions, disabilities and support; all our parent guides; details of our offices across the UK; and information for professionals.

## Contacting other families

We put families in touch with other families by signposting them to national and local parent support groups, and directly through our linking service and online network at **[www.makingcontact.org](http://www.makingcontact.org)** – this means we can put UK families caring for children with rare disorders in touch with others anywhere in the world.

"I have received more information about my child's condition from Contact a Family in the past week than I have from anyone else in the last 15 years."

Parent

### **Family support**

With our Family Support Service we can help families to access services as well as offering support at times of particular need.

### **Local information and events**

We have a team of volunteers and offices around the country who act as a local point of contact for information about support groups and services for families with disabled children. And our offices run events for families such as workshops on benefits and support, and fun days out in the summer.

### **Newsletters**

We produce a range of local newsletters, e-newsletters and Connected, our quarterly magazine for families with disabled children and those who work with them.

### **Including disabled children and their families**

We work closely with children's services such as children's centres to help them include disabled children.

For further information visit our website **[www.cafamily.org.uk](http://www.cafamily.org.uk)** or phone our helpline **0808 808 3555**

## Further information

- Please send me a free information pack for families with disabled children.
- Please send me more information about how I can support Contact a Family
- I would like to make a donation (please make cheques payable to **Contact a Family** or enter your bank/credit card details overleaf)

I am a:

- Parent  Other relative  Professional  Other

Add your name and address overleaf and return to:

**Contact a Family**

**209-211 City Road, London EC1V 1JN**

Or freepost address:

**Contact a Family**

**FREEPOST, London EC1B 1EE**

"I feel a lot more happy about my situation as I know I'm not alone now and now know where to get help from. Contact a Family has helped me no end."

Parent

# Give disabled children the best chances in life – support us

## Make a donation

You can help to give a disabled child the best chances in life – by supporting their family. A donation of £12 with Gift Aid means that we can give one family the detailed advice, information and support they need. Donate today using the form over the page, by calling 020 7608 8700 or at [www.cafamily.org.uk/donation.html](http://www.cafamily.org.uk/donation.html)

## Take part in a fundraising event

There are some great ways that you can help Contact a Family and have a lot of fun at the same time. Whether it's parachute jumping, trekking Mount Everest, running a 10k road race, or holding a coffee morning, there's something for everyone! For more information call 020 7608 8733 or visit [www.cafamily.org.uk/events.html](http://www.cafamily.org.uk/events.html)

## Volunteer with us

We have a number of opportunities to volunteer – include helping in our offices, promoting our work, distributing information or attending events in your community, serving on our local steering committees or acting as a local point of contact for the organisation. For more information telephone 020 7608 8700 or visit [www.cafamily.org.uk/volunteer](http://www.cafamily.org.uk/volunteer)

## Be in the media

Contact a Family is always looking for volunteers to talk to the media, to help explain what life is like for families with disabled children. This helps us push for change and to campaign to improve services for families and children. For more information telephone 020 7608 8741 or visit [www.cafamily.org.uk/beinthemedia](http://www.cafamily.org.uk/beinthemedia)



## Getting in contact with us

Free helpline for parents and families

**0808 808 3555**

Textphone

**0808 808 3556**

Open Mon-Fri, 10am-4pm;

Mon, 5.30pm-7.30pm

Access to over 100 languages

**[www.cafamily.org.uk](http://www.cafamily.org.uk)**

**[www.makingcontact.org](http://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](mailto:info@cafamily.org.uk)**

Web **[www.cafamily.org.uk](http://www.cafamily.org.uk)**

Join us at:

**[www.myspace.com/contactafamily](http://www.myspace.com/contactafamily)**

**[www.bebo.com/contactafamily](http://www.bebo.com/contactafamily)**

**[www.facebook.com](http://www.facebook.com)** and search for Contact a Family

**[www.secondlife.com](http://www.secondlife.com)** and search for Contact a Family or

Advisor Somerflek

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