

Getting in contact with us

Free helpline for parents and families

0808 808 3555

Textphone

0808 808 3556

Open Mon–Fri 10am–4pm

Mon 5.30–7.30pm

Access to over 170 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**

e-mail: **info@cafamily.org.uk**

Web: **www.cafamily.org.uk**

Contact a Family is now on social networking sites.

Join us at:

www.facebook.com/contactafamily

<http://twitter.com/contactafamily>

www.youtube.com/cafamily

Download podcasts at:

www.cafamily.org.uk/news/podcasts.html

or iTunes users can listen at: **www.cafamily.org.uk/itunes**

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Registered Office: 209-211 City Road, London EC1V 1JN
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Company limited by guarantee
Registered in England and Wales No. 1633333
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Transforming the lives of families with disabled children

Every 25 minutes in the UK 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 of disabled children 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
Mon–Fri 10am–4pm
Mon 5.30–7.30pm

Guides

We produce a wide range of guides on different types of practical support available to families with disabled children – benefits, special educational needs, holiday, 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 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** 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.

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

Parent

Freephone helpline **0808 808 3**

Cash Counts

Our one-stop shop for benefits advice, including an online benefits calculator.

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**. This means we can put UK families caring for children with rare disorders in touch with each other and with families anywhere in the world.

Family support

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

Location information and events

We have a team of volunteers and offices around the country acting as a local point of contact for information about support groups and services for families with disabled children. Our offices also run events for families such as workshops and 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.

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 by debit or credit card.

Please debit my:

Visa Mastercard Switch Maestro

Card number:

Expiry date /

Start date (Switch and Maestro only) /

Issue number (Switch and Maestro only)

CV2 no. (last 3 digits on signature strip)

I am a:

Parent Relative Professional Other

If you are able to support Contact a Family's essential work please complete this form and return it in an envelope with your donation to:

Fundraising Dept, Contact a Family
FREEPOST LON8801, London EC1B 1EE

Data protection: Contact a Family is committed to the confidentiality of your personal information. Personal data will be held and used in accordance with the Data Protection Act 1998 and will not be shared with any third parties for commercial use.

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www.cafamily.org.uk

Donation form

Title First name

Last name

Address

Postcode

Tel no

Email

Donation details

I wish to give £ to Contact a Family

I enclose a cheque made payable to 'Contact a Family'

I enclose a CAF voucher made out to 'Contact a Family'

I have supplied my debit or credit card details overleaf

Gift Aid: I want Contact a Family to reclaim tax on all donations I make from the date of this declaration until I notify you otherwise. I confirm I am a UK taxpayer. I understand I must be paying at least as much income or capital gains tax as the charity reclaims in the tax year.

Signature

Date

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Give disabled children the best chance in life – please support us

Make a donation

You can help to give a disabled child the best chance 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 8731 or at www.cafamily.org.uk/supportus/donate.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 8731 or visit www.cafamily.org.uk/supportus/events.html

Volunteer with us

We have a number of opportunities to volunteer – including helping in our offices, promoting our work, distributing information, attending events in your community, serving on our local steering committees or acting as a local point of contact for us. For more information, telephone 020 7608 8700 or visit www.cafamily.org.uk/supportus/volunteer.html

Be in the media

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