

"It has been reassuring to have someone else looking and finding out things for us"

- Parent



contact a family

for families with disabled children

incorporating

The Lady Hoare Trust

Contact a Family Scotland

Craigmillar Social Enterprise & Arts Centre
11/9 Harewood Road
Edinburgh EH16 4NT

Tel: **0131 659 2930**

email: scotland.office@cafamily.org.uk

www.cafamily.org.uk

contact a family

for families with disabled children

Freephone Helpline

0808 808 3555

Textphone

0808 808 3556

**Open 10am-4pm Monday to Friday
& Monday 5.30pm-7.30pm**

Contact a Family **Scotland** is supported by



SCOTTISH EXECUTIVE

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Registered Charity No:
284912

contact a family **Scotland**

for families with disabled children
dèan ceanglaichean le teaghlaichean



Help and support for families with disabled children in Scotland

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

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HELPLINE **0808 808 3555**

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

TEXTPHONE **0808 808 3556**

How Contact a Family helps

Contact a Family is the **only** UK-wide charity providing advice, information and support to the parents of all disabled children – no matter what their condition or diagnosis.

Contact a Family has over 25 years experience of working with families of disabled children and has been operating in Scotland since 1998. Nearly all disabled children are cared for at home, and parents are constantly facing new situations and often feel isolated and alone. We are here to help you – whatever your child’s condition or disability – physical, learning, emotional and behavioural, rare disorder, life limiting or long term medical.

On the following pages you will find some of the ways we can provide that help through the Helpline, by connecting you with local support and other families living in your area.

Contact a Family Scotland also lobbies government and other decision makers to get a better deal for disabled children and their families.

Free, confidential helpline



Our experienced helpline staff can advise you on a range of complex issues including tax credits, benefits and education. We can also be a listening ear. When necessary one of our experts will call you back at a time convenient to you. If English is not your first language, callers to the helpline can access an interpreter in over 100 languages in just a matter of minutes.

Keeping you informed



Our **website** is full of useful and parent friendly information and it contains our unique Directory of Specific Conditions, Rare Disorders and UK Family Support Groups. We have a range of **publications** for parents, relatives, friends and professionals supporting a disabled child. Topics include post 16 transition, debt and living without a diagnosis. We run free **workshops**, looking at areas such as supporting siblings of a disabled child and money matters.

Contacting other families



We put you in touch with national and local support groups throughout the UK and we link families through our specialist one to one website www.makingcontact.org. Being in contact with other families in similar circumstances – in your area or affected by the same disability or medical condition – can be a great source of mutual support and shared information.

Local Support



We have a team working at a local level throughout Scotland. Our Family Support Workers provide one to one support for families. Our Local Volunteer Representatives are parents of disabled children themselves – not only do they know a lot through their own experiences, but they are happy to share that knowledge and understanding with parents facing similar situations.