

## How to contact us

**Call 0808 800 4106**

You can call at any time, day or night, and leave a message on our 24-hour answerphone. Please be aware that you will not speak to someone immediately as this is not a manned line. If you leave a message, we will call you back as soon as possible at a time which suits you.



We encourage you to leave as much information as you can in your answerphone message, including:

- > suitable times for a volunteer to call you back
- > whether you are happy for an answerphone message to be left, or for a message to be left with another member of your family
- > whether you would like to speak to a mother or a father.

### Online

Fill in our online enquiry form at [www.autism.org.uk/parent-to-parent-enquiries](http://www.autism.org.uk/parent-to-parent-enquiries)

We are the UK's leading autism charity. Since we began over 50 years ago, we have been pioneering new ways to support people and understand autism. We continue to learn every day from the children and adults we support in our schools and care services.

Based on our experience, and with support from our members, donors and volunteers, we provide life-changing information and advice to millions of autistic people, their families and friends. And we support professionals, politicians and the public to understand autism better so that more autistic people of all ages can be understood, supported and appreciated for who they are.

**Until everyone understands.**

The National Autistic Society  
393 City Road  
London EC1V 1NG

Autism Helpline: 0808 800 4104  
Switchboard: 020 7833 2299  
Minicom: 0845 070 4003  
Fax: 020 7833 9666  
Email: [nas@nas.org.uk](mailto:nas@nas.org.uk)  
Website: [www.autism.org.uk](http://www.autism.org.uk)

Cover illustration by Sedona Black

**NAS code 929**

The National Autistic Society, a charity registered in England and Wales (269425) and in Scotland (SC039427) xxxx 011116



## Parent to Parent Service

**Talk to someone who really understands what it's like to live with a child or adult on the autism spectrum.**

**Call 0808 800 4106**

Until everyone  
understands





## Would you like to receive confidential emotional support from another parent?

Parent to Parent is a UK-wide confidential telephone service providing emotional support to parents and carers of autistic children and adults. The service is provided by trained parent volunteers who offer telephone support from their own homes. The Parent to Parent volunteers are based across the UK, so parents don't have to share information with someone in their local area.

**“It was great to speak to someone who had been in my position and understood so much of what I am going through and what my son is going through.”**

Our volunteers have personal experience of autism and the impact it has on their own families. They can give other parents the opportunity to talk through problems and feelings. They can suggest helpful strategies, or provide a non-judgmental listening ear.

### Our volunteers can:

- > provide an impartial listening ear
- > support you in identifying key issues and strategies
- > direct you to appropriate services for information and advice
- > call you back at a convenient time during the day, evening or weekend
- > offer you complete anonymity, as our volunteers are distributed across the UK.



### Our volunteers cannot:

- > answer your call straight away, but we will call you back as soon as possible
- > provide face-to-face support
- > provide you with ongoing support.

**“I cannot thank the volunteer I spoke to enough. For the first time as a parent I felt understood. I have felt so isolated for such a long time.”**

## Join our team

Our service is provided by parent volunteers who offer telephone support from home. Full training and support is provided to our volunteers.

If you would like to volunteer with our Parent to Parent Service, please visit our website to check for opportunities:

[www.autism.org.uk/volunteeropp](http://www.autism.org.uk/volunteeropp)

**“These people are amazing to be prepared to give their own time like this to help others and I cannot thank you enough. Thank you so much.”**

