

Autism Helpline

Information and advice for people on the autism spectrum and their families

By phone or enquiry form

Call 0808 800 4104 Mon-Thurs, 10am-4pm Fri, 9am-3pm
www.autism.org.uk/enquiry

Education Rights

Advice on education rights & entitlements for parents and carers of pre-school and school-age children

By phone (leave a message on answering service) or email. A volunteer will call/email back.

email educationrights@nas.org.uk or call 0808 800 4102

Transition Support

Advice for autistic young people and their parents/carers making the transition from education to adult life

By phone (leave a message on answering service) or email. A volunteer will call/email back.

email transitionsupport@nas.org.uk or call 0808 800 0027

Parent to Parent

Confidential telephone service providing emotional support to parents

By leaving a message on our 24 hour answer phone or filling in our online enquiry form

Call 0808 800 4106 or www.autism.org.uk/parent-to-parent-enquiries

e-befriending

Online social contact and companionship for autistic people (aged 12+) and their families

By phoning or emailing e-befriending officer

email e-befriending@nas.org.uk
Call 02920 629314 or 07920295911

School Exclusions (England)

Advice on preventing and challenging exclusions to parents/carers of schoolchildren & college students in England

By phone (leave a message on answering service) or email. An adviser will call/email back.

Email schoolexclusions@nas.org.uk or call 0808 800 4002

Supporter Care & Relations

Information & advice on fundraising, membership, publications, donations, giving feedback incl. fundraising & Helpline complaints

By phone, email or post

Call 0808 800 1050 Mon-Thurs, 10am-4pm Fri, 10am-3pm or email supportercare@nas.org.uk

Autism Helpline

Provides impartial, confidential information along with advice and support for autistic people and their families and carers.

Contact us by **phone** on 0808 800 4104 Monday-Thursday 10am - 4pm Friday 9am - 3pm. Please press Option 2.

The helpline receives over 80,000 enquiries a year, so there are times when our phone lines get very busy and callers may not be able to get through immediately. When an adviser is available to take calls we aim to answer within 60 seconds. Callers will be held in a queuing system when advisers are on calls and put through when the next adviser becomes available. Due to the nature and length of some calls, our response time may increase. If someone is unable to get through, it is because our advisers are busy answering calls, so please try again later or alternatively use our [online enquiry form](#).

To listen to **pre-recorded information** on 'what is autism?', 'what is Asperger syndrome?', 'getting a diagnosis' and 'items in the news' call 0808 800 4104 and select Option 1 on the menu.

To receive an **information pack** call on 0808 800 4104 and select Option 3 to leave a voicemail request for an information pack

Note: When calling for information packs, please provide your name and address, and state if it is for an adult or child. Also state if you would like information on autism or PDA. We aim to respond to all text and voicemail requests for information within one working day. Our post is sent second class so this information may take a few days to get to you. Due to resources, we are only able to send a general information pack. For more specific information, please call us on 0808 800 4104 or go to www.autism.org.uk/enquiry.

The Helpline cannot:

- advise on legal issues
- advise on medical issues
- take on a case or act as an advocate
- offer a counselling service (we do maintain a database of counsellors who may be able to help)
- offer a phone back service
- actively refer people on
- advise about conditions which are not part of the autism spectrum.

Education Rights

Providing information, advice and support on education rights and entitlements for parents and carers of *pre-school and school-age* children with autism across the UK to help them get the educational support their child needs.

- Our *Education Advice Lines* can help with general information about educational rights and entitlements or advice on specific topics such as getting extra help in school, assessments, education plans, reviews or school transport.
- Our *Tribunal Support Lines* can help parents consider their options if they have a right of appeal against a decision about their child's educational needs.

Contact details

Call 0808 800 4102 - *Leave a message on our answering service and a volunteer adviser will call back (free from landlines and most mobiles).*

Email:

- England: educationrights@nas.org.uk
- Northern Ireland: educationrightsni@nas.org.uk
- Scotland: educationrightscotland@nas.org.uk
- Wales: educationrightswales@nas.org.uk

Visit: www.autism.org.uk/educationrights

Find education rights information online: <http://www.autism.org.uk/education>

We can:

- offer information, advice and support by phone or email
- explain pre-school and school education law and parents' rights and entitlements across the UK
- explain complaints and appeals processes and support parents to make an appeal

We cannot:

- provide face-to-face support
- attend meetings and appeal hearings with parents, but we can help them prepare for them
- contact education professionals or write to them on parents' behalf, but we can write letters with them
- offer suggestions on appropriate schools or education/health professionals
- offer advice on specific education approaches or FE (outside England)/HE

Transition Support

Our Transition Support Service provides impartial, confidential information, advice and support to parents and carers of autistic children and young people making the transition from education to adult life. Our service can support young people in England, Northern Ireland, Wales and Scotland.

Parent, carers and young autistic people can:

Call 0808 800 0027 - *Leave a message on our answering service and a volunteer adviser will call back (free from landlines and most mobiles).*

Email transitionsupport@nas.org.uk

Visit: www.autism.org.uk/transitionsupport

Find transitions support information online: <http://www.autism.org.uk/transition>

We can provide autistic young people and their parents and carers with:

- General information about rights and entitlements regarding transition planning, social security benefits and community care throughout the transition process
- Telephone and email based advice and support relating to post-school transition
- Information on how to get assessments and support from services in their area
- Assistance with exploring options so that the autistic young person can make informed decisions.
- Information about other services that may be useful during the transition process, such as legal services and welfare.
- Guidance and support on specific issues such as engaging the young person, finding suitable provision or making a complaint

The Transition Support service cannot:

- Provide face to face support
- Provide parents with opinions about services in their area
- Offer legal advice

Parent to Parent

Parent to Parent (P2P) is the NAS' UK-wide confidential telephone support service providing emotional support to parents and carers of a child or adult with autism. The service is provided by trained parent volunteers who offer telephone support from their own homes. The P2P volunteers are all parents themselves of a child or adult with autism and have a wealth of experience. Their children range from the age of five to 45 and have varying diagnoses. Volunteers can provide a parent/carer with the opportunity to talk through any issues, feelings and problems they are experiencing. They can also signpost parents to other sources of information and support.

The Parent to Parent volunteers are based across the whole of the UK, this means that there is increased anonymity for parents who may not want to share information with someone in their local area. Parents and carers are welcome to call the service as many times as they want but they probably won't speak to the same volunteer more than once.

How can parents/carers contact Parent to Parent?

Parents and carers can contact the service via phone or online.

Phone: They can call 0808 800 4106 at any time, day and night and leave a message. It is not a manned line, but if they leave a message, a volunteer will call them back as soon as possible, at a time which suits them.

Online: They can fill in our online enquiry form by visiting the Parent to Parent pages of the NAS website

www.autism.org.uk/parent-to-parent-enquiries

Information enquiries

If you receive a call/email from a parent/professional looking for more information about the service, rather than a support call, please signpost them to the P2P webpage

<http://www.autism.org.uk/our-services/advice-and-information-services/parent-to-parent-service.aspx> . Alternatively they can

contact the service Coordinator on Parent2Parent@nas.org.uk or 0115 8473516.

If they would like to be sent some leaflets please forward their enquiry to Parent2Parent@nas.org.uk. Alternatively they can download the leaflet from the P2P webpage.

e-befriending

Our e-befriending project supports online social contact and companionship for autistic people (aged 12+) and their families. We take care to match individuals with volunteers who share common interests. Using a platform called Brightside e-befrienders, e-befriendeds then exchange emails (at least once a week) communicating about things of interests or concern and offering a friendly, supportive link to the wider community.

Parent, carers and autistic people can contact the e-befriending coordinator for further advice.

Tel: 02920 629314 or 07920295911

Email: e-befriending@nas.org.uk

School Exclusions Service

The School Exclusions Service offers advice and information to parents and carers of school-age children and students of further education, on the autism spectrum, on all aspects of exclusion in **England**. This includes advice on informal (illegal) exclusions; fixed-period and permanent exclusions; how to challenge your child's exclusion and what you can do if you are concerned that your child is at risk of exclusion.

Contact details

Call 0808 800 4002- *Leave a message on our answering service and an adviser will call back (free from landlines and most mobiles).*

Email: schoolexclusions@nas.org.uk

For enquiries relating to exclusions in the following nations, please contact:

- Scotland: educationrightsscotland@nas.org.uk or call 0808 800 4102
- Northern Ireland: educationrightsni@nas.org.uk or call 0808 800 4102
- Wales: educationrightswales@nas.org.uk or call 0808 800 4102

Visit: School Exclusions Service (England): <http://www.autism.org.uk/services/helplines/school-exclusions.aspx>

Find information online:

Fixed period exclusions in England and Wales: <http://www.autism.org.uk/about/in-education/exclusion/fixed-term-england-wales.aspx>

Permanent exclusion in England: <http://www.autism.org.uk/about/in-education/exclusion/permanent-england.aspx>

Grey areas of exclusion in England: <http://www.autism.org.uk/about/in-education/exclusion/grey-areas-england.aspx>

Exclusion in Scotland: <http://www.autism.org.uk/about/in-education/exclusion/scotland.aspx>

Suspension in Northern Ireland: <http://www.autism.org.uk/about/in-education/exclusion/suspension-northern-ireland.aspx>

Expulsion in Northern Ireland: <http://www.autism.org.uk/about/in-education/exclusion/expulsion-northern%20ireland.aspx>

Permanent exclusion in Wales: <http://www.autism.org.uk/about/in-education/exclusion/permanent-wales.aspx>

Supporter Care & Relations

The Supporter Care & Relations Team field and liaise with teams regarding general enquiries and can provide information and answer questions about:

- our fundraising activities
- our membership scheme
- our publications
- Asperger United subscriptions
- making a donation, or supporting our charity in other ways
- The National Autistic Society's online community
- Head Office Reception including courier and taxi bookings
- giving us feedback about what we do
- making a complaint about our fundraising, membership or Helpline.

How to contact Supporter Care & Relations team

Supporter Care

Telephone: 0808 800 1050 (free from landlines/mobile networks)

Opening hours: Monday-Thursday 10am-4pm, Friday 10am-3pm (excluding Bank holidays)

Supporter Relations (switchboard)

Telephone: 020 7833 2299

Opening hours: Monday-Friday 9am-5pm

Email addresses: please see table

Post: Supporter Care Team
The National Autistic Society
393 City Road
London EC1V 1NG

Supporter Relations Team Email Addresses

Mailbox	Email Address	Enquiry Type
Events	Events@nas.org.uk	Running, cycling, challenge events
Fundraising	Fundraising@nas.org.uk	Community/Organise Your Own Fundraising (inc. WAA)
Membership	Membership@nas.org.uk/membership.mailbox@nas.org.uk	Paid Membership
NAS	nas@nas.org.uk/nas.mail@nas.org.uk	General Enquiries (non-SC)
NAS Money Boxes	NASMoneyBoxes@nas.org.uk	Cardboard Money Box request for work or home
Legacies	Legacies@nas.org.uk/Siobhan@nas.org.uk	Wills & Trust guide requests
Thomas Friends	Thomas.Friends@nas.org.uk	Thomas Zip Pull Counter Top Box Requests (GP Surgeries + Dentists)
Asperger United Subscriptions	ausubs@nas.org.uk	Asperger United Subscription Requests
Raffle	NASRaffleAccount@nas.org.uk	Seasonal Individual Giving Raffles
Together Gifts	TogetherGifts@nas.org.uk	Giving gifts together
Supporter Care	Supportercare@nas.org.uk	General Supporter Care enquiries that can't be forwarded to Events, Membership etc.
London Bookings	London.Bookings@nas.org.uk	HO taxi, courier and room bookings
Online Orders	Online.Orders@nas.org.uk	SC use only for Thomas Goody Bag orders
TMI	tmi@nas.org.uk	
Publications	publications@nas.org.uk	
Reception	reception@nas.org.uk	SR send out delivery notifications etc.
Community Manager	communitymanager@nas.org.uk	Online community