National Deaf Children's Society

# Support and advice for deaf children, young people and their families

www.ndcs.org.uk

## Our Support and Advice Service

We are experts in childhood deafness and work across the UK to support parents, carers and young people to receive the right support.

We are independent and our help is free.

## Our Helpline

We are ready to answer your questions and guide you to the right help. We can signpost you to the right support or refer you to one of our specialists.

We also give information and guidance to professionals working with deaf children and young people.

## Our children and families support officers

We work with families to overcome challenges with education, benefits, health, social care, we can also help you consider communication options.

We may also attend local events or groups in your area.

## Our appeals and disputes advisers

We advise families and young people who need to challenge decisions on special education needs, disability benefits and discrimination. We can sometimes support and represent families at appeals to the Tribunal.

## What to do if you need support

Contact our free helpline or your local country office. You may also want to take a look at our website and information first in case that answers your question.

## Feedback

We value your feedback, good or bad, so please do tell us how we can improve our services. Email **sasfeedback@ndcs.org.uk** or contact our helpline.

### How to contact us

0808 800 8880 0786 00 22 888 (SMS ONLY)

helpline@ndcs.org.uk

We have free interpreting if English is not your first language including BSL.

## Stuff to remember

**Find out more by contacting our Freephone Helpline**

0808 800 8880 0786 00 22 888 (SMS ONLY)

helpline@ndcs.org.uk **www.ndcs.org.uk**

You can contact us via **Live Chat** or **Interpreter Now**, a BSL Video interpreting service, available on our website.