



WHO WE ARE & WHAT WE DO

We are the UK-wide charity dedicated to supporting families of disabled children and children with additional needs, working in all four UK Nations.



OUR AIM

To end the battle for help and support that parent carers face, so that families with disabled children and those with additional needs can live a joyful and fulfilling family life.



WHY WE DO WHAT WE DO:

We know that raising a disabled child can bring extraordinary love and joy, but also unique challenges. All parents want their children to thrive, but families with disabled children face increasingly challenging circumstances:

- *a cost-of-living crisis impacting family budgets*
- *increased pressures on public services*
- *systems and services that are hard to navigate; confusing; time-consuming; intrusive and unfair.*

This battle to get the right help costs parents dearly. It steals time, joy and opportunity, making ordinary life impossible.



WHAT WE DO

We support parent carers every step of their journey, delivering trusted information and advice across all the areas that impact families with disabled children, from finances and education to social care, health and wellbeing.

We work with parent carers to influence policy change at a national level and services locally.

HOW WE DO THIS

WE ARE PAN DISABILITY

- *We are there for all disabilities and additional needs. Your child does not need a diagnosis for you to access our services.*

SHAPED BY LIVED EXPERIENCE

- *Our work is always shaped by the lived experiences of parent carers.*
- *Our campaigns are informed by parent carers' experiences and underpinned by evidence from our services.*

TRUSTED INFORMATION & ADVICE

- *Our information and advice is high-quality, timely and accessible, and enables parents to take action.*

CENTRING THE PARENT VOICE

- *We empower families to speak out, campaign, and volunteer.*
- *We support parent carer forums to influence the services and systems in their area.*

WE ARE PARENT CARERS

- *We're made up of passionate and knowledgeable staff who really get it. Many are parent carers themselves.*
- *We are committed to hiring parent carers and providing an inclusive workplace.*

WORKING IN PARTNERSHIP

- *We collaborate with partners across multiple sectors, locally and nationally.*

BRINGING FAMILIES TOGETHER

- *We connect families through events and online communities, bringing parent carers together to share experiences, exchange advice, and lift each other up.*

THE DIFFERENCE WE MAKE

SO THAT

- Support from Contact is accessible to all parents regardless of identity, background, or location.
- Contact reaches parent carers when they first need help and at key stages throughout their child's life.
- Parent carers are better able to get support for their child.
- Child poverty is alleviated as more families receive the benefits and financial support they are entitled to.
- More children are better supported in school.
- Parent carers can advocate on behalf of their children.
- The needs of disabled children are prioritised in decision making, leading to improvements in policy and service provision.



MEANING THAT

- Families do not have to spend as much time and effort fighting for their children's rights.
- Fewer families reach crisis point.
- And families' wellbeing is improved.



IMPACT ON FAMILIES

Families with disabled children get the support they need, when they need it, without the battle, so they can lead a joyful and fulfilling family life.