

North Staffs Autism &
Aspergers Association Helpline
01782 627002



Overview - What do we Offer?

The NSAAA Helpline is here to offer support, a listening ear, information and advice to individuals living with ASD and Aspergers Syndrome their Carers, Parents, Families and Friends who live in North Staffordshire. We are also able to offer an information service to Professionals and Students. The Helpline Service is available Monday to Thursday and calls are charged at your local rate. Outside of these hours an answer phone service will be available and we will aim to return your call within 24 hour period.

Emotional Support:

NSAAA recognises the impact of autism offers the opportunity for callers to talk through their thoughts and feelings in confidence without being judged. People call us for many reasons to talk through issues around diagnosis, education and employment, therapies, coping strategies, and welfare benefits or mostly just give us a call to talk about how they are feeling. All members of our team are trained to listen and are here for you.

Information & Advice:

Sometimes when you are calling the helpline you may be looking for options, in relation to your current situation, information or advice. The NSAAA has access to a database of both Local and National Statutory and Voluntary Sector services and offers a signposting services to other agencies and organizations that can provide further help and assistance. We are able to provide information in a variety of formats via the telephone, email, text or post if required. The NSAAA has its own information library which includes a comprehensive range of books, videos, DVD's and CD's on Autism and Aspergers Syndrome and the surrounding issues.

Supporting Parents:

For those parents who can't attend our parents support groups we can offer you the opportunity of talking to parents via the telephone and sharing their knowledge, understanding and experiences of autistic spectrum disorders and Aspergers Syndrome.

Confidentiality:

Calls to the helpline are confidential to the team – we won't pass or share information with anyone unless we have to by law. The law states that if there are issues around child protection, terrorism or harm to self and others then information has to be shared with a third party. This will always be discussed with you at the time. We do not keep call notes or records of conversations however; occasionally our call team will ask you for a few additional details. These details will be confidential and for statistical purposes but are important to the NSAAA as they may be used to secure additional funding or developments.