

# Navigating the SEND system alone? Need support & advice?



## SEND Family Matters Richmond

Do you have a child with a disability and/or additional needs? Do you feel under pressure? Would it help to talk in confidence to someone outside of the family, who will listen to your worries? Let us help!

Family Matters is a service for parents that provides practical support, advice and information to families with children with disabilities and/or additional needs. We will help you navigate difficult circumstances and support you to come up with solutions.

### What we offer:

- ✓ 1-2-1 meetings with an advisor who will listen to and work with you to address your needs
- ✓ Information on activities, services & behaviour strategies
- ✓ Online and in-person workshops on common issues/topics

### Get in touch:

#### **Surabhi Dhondiyal**

Family Matters Richmond Advisor  
07376 277779

#### **Martha Fong**

Family Matters Richmond Advisor  
07944 902794

[familymatters@ruils.co.uk](mailto:familymatters@ruils.co.uk)

# JESSICA & LARA



**"Ruils has become like another member of our family. From advice about what support was available for our family's evolving needs, sign-posting for specialised issues, providing a sympathetic ear, to giving us the opportunity to meet an incredible Befriender, we could never thank you enough for all that you do."**

**- Jessica**


Lara was born 17 weeks premature and spent 5 months in hospital. With her health complications and diagnosis her parents knew that she was going to need a great deal of support, but they didn't know where to start. Our Family Matters Advisor, Surabhi, worked with them to determine the best path forward. She helped them secure a specialised pushchair for Lara, connected them with other Ruils services to help them find a Befriender and navigate the EHCP process and supported them during lockdown, when the family were shielding to protect Lara.

Our aim is to listen to your worries and experiences empathetically, without judgement and work with you to come up with solutions for challenges you may be facing.

Ruils is a user-led charity supporting disabled children and adults and people with long term health & mental health conditions to live independently, be part of their community and to live life to the full. We provide information, advice, advocacy, befriending and activities to our clients and their families.

**ruils**  
independent living

Charity no: 1127896

 020 8831 6083

 [info@ruils.co.uk](mailto:info@ruils.co.uk)

 [www.ruils.co.uk](http://www.ruils.co.uk)