



How does a family get started with Charlie House?

We understand that reaching out for support can feel like a big step. That's why we aim to make the referral process as welcoming, straightforward and supportive as possible.

Step 1: Complete a referral form

The first step is to complete a referral form through our website.

This helps us understand your child's needs, your family's circumstances and how we may be able to support you.

If you'd prefer to speak with someone before submitting a referral, our Family Services team are always happy to answer questions and talk through the process with you beforehand.

Step 2: We'll get in touch

Once we receive your referral, our Director of Services will contact you to arrange an initial meeting.

This meeting can take place either online or in person, depending on what works best for you and your family.

Step 3: Getting to know each other

This meeting is an opportunity for us to get to know you and your family, hear your story and learn more about your individual circumstances.

We want to understand what matters most to you and how Charlie House can help you achieve that.

It's also a chance for you to ask questions and learn more about the support available through Charlie House, including:

- Family activities
- Sibling support
- Short breaks
- Emotional wellbeing support
- Advocacy and information services

Step 4: Learn more about becoming part of our community

Following your meeting, you'll receive a family information pack.

This pack introduces the Charlie House team, outlines the support available and provides everything you need to know about becoming a Charlie House supported family.

The pack also includes important information about taking part in activities, consent forms and practical guidance to help you get the most from our services.

Step 5: Welcome to the Charlie House family

Once everything is in place, you'll officially become a Charlie House supported family.

You can begin accessing services, activities and support opportunities, as well as connecting with other Charlie House families through our WhatsApp and Facebook communities. Make sure to add our Director of Services Leigh Ryrie on Facebook who will give you access.

Many families tell us that meeting others with shared experiences is one of the most valuable parts of becoming involved with Charlie House.