

# Autism Support Helpline

Daisy Chain's Virtual Support Team is here to provide specialist advice and guidance to neurodiverse young people, adults and their families, no matter what stage of the journey they're on. This document provides a general guide as to what the team can and can't support with during a 1:1 phone call.

## We CAN support you with...

- New enquiries.
- Creation of visuals/social stories/timetables/routines.
- Advice on identifying and supporting any needs your child has relating to autism or sensory differences.
- Support for good sleep hygiene and bedtime routines.
- General information regarding the diagnosis/MAAT process.
- Support around managing anger/anxiety.
- Support autistic children, young people, adults and their families.
- Strategies to support sensory needs and behaviour.
- Follow up calls to provide further advice/support.
- Safeguarding concerns and reporting.

## We CAN'T support you with...

- Undertaking assessments for autism, or advice/recommendations on private diagnosis.
- EHC plans.
- Advice/recommendations on specific schools.
- Advising on sleep medication/sleep related medical issues.
- DLA/PIP forms. Signpost to local CAB services/carer support.
- Eating disorders or dietary advice.
- Advice on medication including Melatonin and ADHD meds. – parents to discuss with consultant/GP.
- Difficulties with neuro-typical children and young people.
- Specific speech and language concerns.
- Mental health support, including crisis support and self-harm.

***Although there are some elements of support we can't provide, we'll be able to signpost you to services that can support with specific issues.***