

# About Family Action

Family Action is a national charity marking its 150th anniversary in 2019 and is committed to building stronger families by delivering innovative and effective services and support that reaches out to many of the UK's most vulnerable people. We seek to empower people and communities to address their issues and challenges through practical, financial and emotional help.



## FamilyLine

A free helpline, befriending and counselling service for parents and carers across England and Wales

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**Building  
stronger  
families**  
150 years



# FamilyLine

Caring for a child or young person can often be difficult, especially without emotional support and guidance on hand during times of need. Many parents feel confused by what help is available and often struggle to access services close to home and at a time that suits them.

FamilyLine tackles these issues in a new and innovative way by using a network of volunteers from across the country to support parents through telephone calls, email and text messages.

The FamilyLine helpline is free and open weekdays from 6pm - 10pm and weekends 10am - 1pm. In addition to this, regular support can also be offered to eligible parents and carers through regular telephone sessions with Befrienders and Counsellors at a convenient time of day.



## FamilyLine at a glance

- Open weekdays 6pm to 10pm
- Open weekends 10am to 1pm
- Free service available to parents and carers across England and Wales

FamilyLine provides emotional support and guidance on all aspects of parenting.

Weekly telephone Befriending and Counselling support can also be available to parents and carers who are eligible.

## Contact us

**Telephone: 0808 802 6666**

**Text: 07537 404 282**

**Email: [familyline@family-action.org.uk](mailto:familyline@family-action.org.uk)**

**Visit: [www.family-action.org.uk/familyline](http://www.family-action.org.uk/familyline)**