

Here to Help Frequently Asked Questions

Do you provide crisis support?

We are not a crisis support service, and instead provide information, advice and guidance related to autism and suicidality. If you require crisis support, phone 999, 111 (option 2) or the Samaritans: 116 123. Alternatively, you can text SHOUT to 85258.

Can the 'Here to Help' project provide medical advice?

Although all the 'Here to Help' project team have advanced qualifications in safeguarding and autism, they are not clinically trained and thus cannot provide medical advice.

What qualifications do the 'Here to Help' project team have?

Everybody delivering sessions has a Level 4 qualification in Safeguarding and an Enhanced DBS. SJOG session leaders also have postgraduate qualifications in Autism. Rachael, the Service Manager, is a qualified teacher with 6 years of experience in supporting students with SEND.

Do I need a formal autism diagnosis to access the 'Here to Help' services?

No, no formal autism diagnosis is required. We support individuals who self-diagnose and are awaiting diagnosis in addition to those who have already received an autism diagnosis.

Do you have an upper age limit for support?

No, we support all individuals who are 14+ and there is no upper age limit.

What areas do you support?

We support individuals across all 5 Tees Valley authorities (Darlington, Hartlepool, Stockton, Middlesbrough and Redcar and Cleveland).

I live in the Tees Valley but there are no sessions close to me, what should I do?

If you think we could be running more sessions in a particular area, please email us on heretohelp@sjog.org.uk so we can look at venues in this area. In the meantime, you could book onto our online sessions.

The Here to Help 'resources', which include but are not limited to, website, information sheets, and in person workshops are intended to provide general information only. The 'resources' provided by 'Here to Help' do not replace, or supersede, professional and/or medical advice. Users should take professional advice before taking action which contradicts previous medical guidance. So far as permissible by law, SJOG does not accept any liability related to individual's use or interpretation of the 'resources' provided.

Whilst we have selected some resources from other organisations which we believe will be helpful, we accept no liability for the content of these resources.'

Although SJOG have taken all reasonable precautions to ensure that the 'resources' provided are accurate, neither SJOG or any of its employees, can be held responsible for the direct or indirect actions taken by users following engagement with Here to Help 'resources'.

Can I bring someone with me to a session so they can support me?

Absolutely! When booking, put this in the support needs box so we know how many people to prepare for.

I have specific support needs; can I attend sessions?

Absolutely! When booking a session, you can indicate your support needs so we can make sure these are accommodated in the session.

I have ideas about sessions I would like to see, who I should speak to?

We would love to hear from you, drop us an email on: heretohelp@sjog.org.uk

I'm not sure if the session is right for me, can I speak to someone beforehand?

Yes- email heretohelp@sjog.org.uk and we can discuss your needs prior to session via email or on the phone.

I've booked onto a session but can no longer make it. What should I do?

Email heretohelp@sjog.org.uk to let us know so we can make a note of numbers and release more tickets if appropriate.

Can you do bespoke sessions?

We are happy to work with organisations to deliver bespoke sessions to service users, depending on our capacity within the team. Email us on heretohelo@sjog.org.uk to discuss further.

How will I log onto online sessions?

You will be provided with a Microsoft Teams link prior to the session, and will be emailed any resources prior to the session.

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