

WORK+FAMILY SPACE

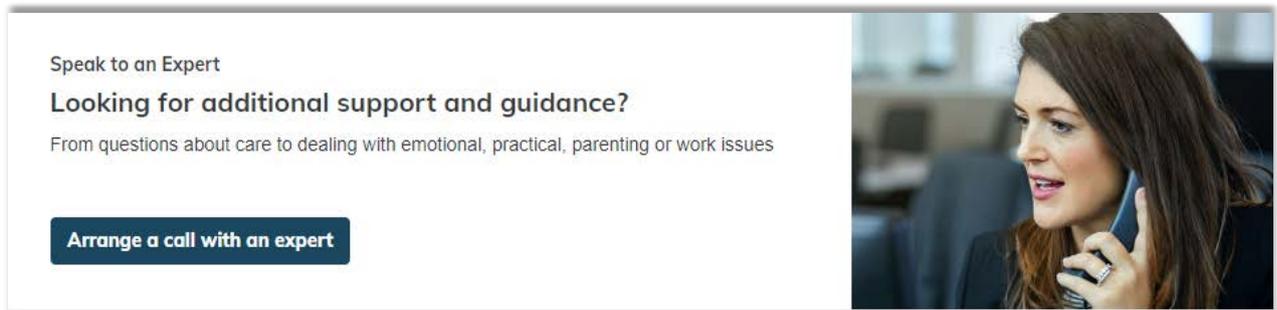
Speak to an Expert: How to guide

The Speak to an Expert service is free to all University of Oxford employees.

Registering for the service will only take a few minutes. Once complete, you will have access not only to Speak to an Expert, but also to many other resources on My Family Care's Work+Family Space website, including downloadable Insider Guides and webinars.

Steps to register

To register for the Speak to an Expert service, start by visiting www.myfamilycare.co.uk/oxford and clicking Join Today:



Next you will need to provide a bit of information, including:

- **your SSO username (eg dept1234) and**
- **your employee number**

This information is required in order for you to be verified as an employee of the University. You can find your employee number on [Employee Self-Service](#), on your payslip, or by asking your local HR team. Please note though that it's not the number on your University card.

Once you have completed the short registration form, you can access all the Family Friendly resources on the Work+Family Space.

Next steps

In order that My Family Care can find you an expert on child or adult care, you will need to complete a short form so that someone with the right expertise and in the right area of the country can be identified to assist you.

The appropriate expert will then arrange to make contact with you at a mutually convenient time. Your expert will, if appropriate, keep in touch through up to three calls on any one topic, to make sure that you are supported with whatever issue you are facing.

The Speak to an Expert service is UK-wide, so you can use the service whether your family live locally or elsewhere in the UK.

If your family are overseas, the service will not be able to provide you with advice about things like care arrangements, or negotiating the UK social care system. However, Speak to an Expert can still help with other family-related questions you might have, like negotiating with siblings about care for a parent, balancing work and home life, child development issues, or having conversations with family members about care.

Arrange a call with one of our experts

Please complete the short form below and we'll be in touch to arrange a phone consultation with the most appropriate professional, at a time to suit you.

Calls take place during our office working hours (7:30am to 7:00pm, Monday to Friday)

Please note: If you have a Backup Care question, or require something other than arranging a consultation, please visit our [Contact Us](#) section instead of this form.

* Required information

Your consultation

Topic *

- Please select -

What issue would you like to speak to an expert about in this consultation? *

Your contact details

Please check that we have the right numbers for you and update them if they are incorrect.

Mobile *

07710306121

Telephone

I have read and understand the [terms & conditions](#) *

I have read and understand the [privacy policy](#) *

Contact My Family Care

If you have any questions, the My Family Care customer service team is available at: oxford@myfamilycare.co.uk or 0345 241 5306 (Monday-Friday, 7:30am to 7:00pm, excluding Bank Holidays).