



Devon Information  
Advice & Support  
Young People

## Information, Advice and Support for young people.

This is about Information, Advice and Support for young people in Devon who need help with learning in Devon.

The Information, Advice and Support service in Devon is called DIAS. You do not have to pay to use it. We do not tell anyone else what you have told us. We can help you to make choices about your support.



- Are you **aged 25 or under?**
- Are you **disabled** or do you have **special educational needs?** Special educational needs are when you need extra support to learn things.

If the answer is **yes** to both those questions then the law says that you can get **information, advice and support** about extra help you might need.



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In Devon the service which can give you that information, advice and support is called **DIAS**.



You can come to us if you want some **help** with getting the right kind of:

- Support at school, college or training.
- Health services.
- Care and support.



Most people who are 16 years old or more and have finished Year 11 can make their own decisions about their school or support.

If you would like a **parent** or carer to help then that is OK. It is up to you.



Our service is impartial. This means we will not tell you what to do. **We will not take sides.**

We will give you the information and support you need to make your **own choices.**



Our service is confidential. That means when we talk it will be in **private**. We will only tell people what we talk about if you say it is OK. We also need to tell someone if we think you are in danger of being hurt.

If you want to know more about confidentiality, read our factsheet 'What does confidentiality mean? Easy read'.



If you are **not happy** with our support then please **tell us** how we can make it better! This is called making a complaint.

You can make a complaint by contacting Sue, the manager of the DIAS Team, on 01392 382080 or [devonias@devon.gov.uk](mailto:devonias@devon.gov.uk)

If you are still not happy you can contact Devon County Council 0808 168 3750 or <https://new.devon.gov.uk/haveyoursay/feedback-and-complaints/>