



# Information, Advice and Support for Young People

This guide is about the support available for young people from the Devon Information, Advice and Support service (DIAS).

DIAS is a free, confidential and impartial service for young people with Special Educational Needs and Disability (SEND). Special educational needs are when you need extra support to learn things.

## Who can get Information, Advice and Support?

- Are you aged 25 or under?
- Are you disabled or do you have special educational needs?

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.

## Where do I get Information, Advice and Support?

In Devon the service which can give you that information, advice and support is called **DIAS**. You don't have to pay to use our service. You can contact us by phone or email. We can come and meet you or talk to your parents or carers if you want us to. Our contact details are on the bottom of this factsheet.



## What sort of things can you help me with?

DIAS can

- Help you prepare for meetings such as annual reviews.
- Help you tell people what you think about school or college.
- Help you tell people what you would like to do in the future.
- Help you understand how to get the services and support you need, such as asking for an EHC plan needs assessment.
- Help you tell people if a decision has been made about you which you don't agree with.

## How will you help me?

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.

## Who will know what I say to you?

Our service is **confidential**. That means our meetings will be private. Sometimes it is a good idea to talk to other people about what you tell us, like your parents, teachers or doctors. We will always ask you if this is OK first. You can say yes or no.

There are a few times when we will **have to tell someone** else what you said:

- We sometimes tell our managers so they can check that we are doing a good job.
- We will write information about our meetings on our computers. Only people we work with will see this information.

We will also have to tell someone if we are worried that someone is being hurt or might be hurt.

## I'm not happy with the way you have helped me, what can I do?

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  
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/>