

SENDIASS

Special Educational Needs and Disability  
Information, Advice and Support Service



# Support to get your voice heard

How SENDIASS can help you



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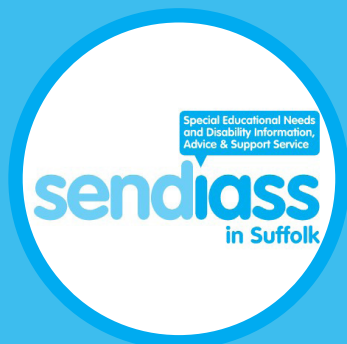
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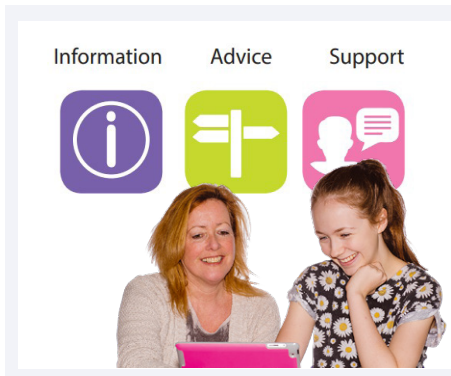
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## Section 1. About Us



**You might like to have support from Suffolk SENDIASS.**

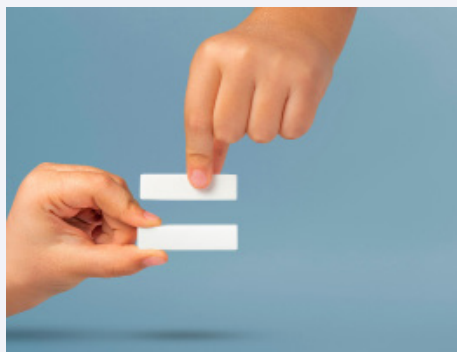


**Suffolk SENDIASS stands for:**

**Special Educational Needs and Disabilities Information Advice Support Service.**



**SENDIASS is a free service for children and young people with special educational needs or disabilities and their parents and carers.**



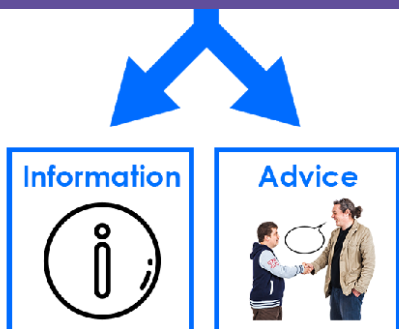
**We are impartial and do not take sides.**



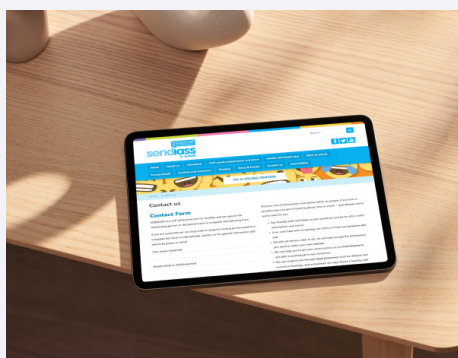
**We will help you get the information you need to make your own choices.**



**We will help you to get your views across.**



## Section 2. Information and advice



**You may get the answer to some of your questions by looking at our website, information booklets and videos.**



**If you do not find the answer or you need more help to understand, you can get in touch with us.**



**We are friendly.**

**We will listen to you and try to offer useful information and advice.**



**We will not tell other people what you have said.**

**We will only tell other people what you have said:**



**● If this is what you want us to do;**

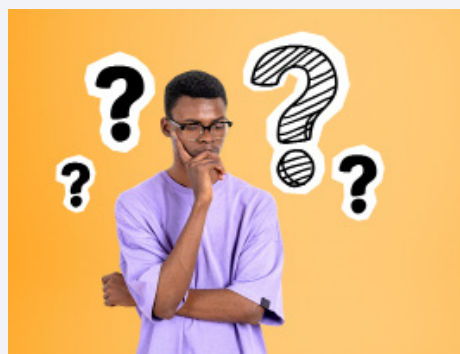
**Keeping people safe**



**● If someone is in danger of being hurt;**



**We would always speak to you first.**



**You can contact us if you are having problems getting the support you need, or if you have any worries about education, health or social care.**



**We will give you information about what the law says and what your choices are.**

**We will not judge or blame anyone.**



**If we can't help you with something, we will try to find you someone who can.**



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

**We will not tell you what to do.**



# SUPPORT

## Section 3. Support



You might want to ask SENDIASS for support to get your views across.



This is not the same as statutory advocacy.



Statutory advocacy is for some situations when you have a legal right.





**SENDIASS can...**



**Listen to your views and concerns.**



**Help you to understand your rights in relation to Special Educational Needs and Disability.**



**Help you to really understand the decisions you are making.**



**Help to put you in touch with other services.**



**We might support you at meetings or appointments.**



**In meetings or appointments we can help you to:**



**Share your views**



**Make sure you understand everything**



**Help you to speak up and ask questions**



**We don't...**



**Give our own personal opinion.**



**Take away your problems and make decisions for you.**



**Make judgements about you.**



**We don't...**



**Have the power to make a school or service to do something.**



**However, we can support you to make sure your views are heard.**



## Section 4. How to get in contact with us



**You can text us:**

**Text ADVICE4ME to 87007**



**You can e-mail us:**

**[enquiries@suffolksendiass.co.uk](mailto:enquiries@suffolksendiass.co.uk)**



**You can visit our website:**

**[suffolksendiass.co.uk](http://suffolksendiass.co.uk)**



**You can call us:**

**01473 265210**

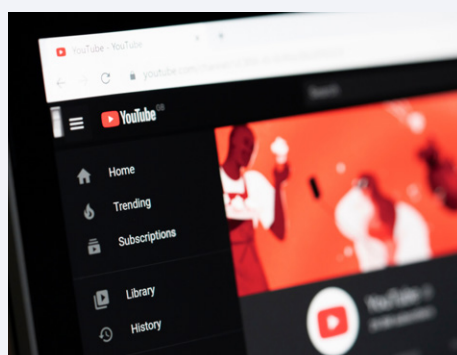


**Scan the QR code with your phone to  
visit our website.**



**You can fill in a web form:**

**[suffolksendiass.co.uk/contact-us](https://suffolksendiass.co.uk/contact-us)**



**You can watch our videos on YouTube:**

**[@suffolksendiass7456](https://www.youtube.com/@suffolksendiass7456)**



**If you need help to understand this information in another language, please contact us.**

**A co-production group worked together to make this easy-read document.**

**We created this document as people who are:**

- “Passionate, approachable and dedicated”
- “Chilled, relaxed, kind, helpful, committed and caring”
- “Supportive and kind with a good eye for detail”
- “Kind, generous, funny, caring and committed”



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