

WIASS



KNOW YOUR
rights

Confidential
Impartial
Free



Know your rights

You have a right to confidential and impartial information, advice and support. You may access services through your parents, however, services must make it possible for young people to access services separately from their parents if they wish to do so.

What is confidentiality?

Confidential means that we do not tell other people. Everything that we talk about in our meetings or over the phone will be kept private and confidential. This means we will not share your information with other people outside the service, including parents, teachers or social workers. We might tell our managers so they can check our work, and we might make notes on our computers so we can remember our discussions. We will keep all of this information safe. The only time we will break confidentiality and tell someone is if;

- you give us permission by saying it is ok
- we think that someone might be in danger of being hurt.

In that case, we would need to tell someone to make sure that everyone is safe. We would talk to you about this before we tell anyone else.



What is impartiality?

Impartiality means we will provide you with factual information and advice based on the law and guidelines. This information will be neutral and free from bias. Our aim is to help you make decisions about your education, health and social care and give you advice, rather than our own personal opinions and/or views.



What is Mental capacity?

Mental capacity means being able to make your own decisions and also understanding and remembering information that is given to you.



Understanding data protection

When you use the WIASS service, we record all information that is given to us; this is to make sure we can give you the right support. The information that you tell us is not shared with anyone else, unless you give us permission OR we legally have to share this information to keep yourself or others safe from harm.

We will always ask your permission before we store any information that you tell us. You have the right to say no to us storing information on you.



How to contact us

Phone
(9am-5pm)



07917 504 390



Email

wiaas@wandsworth.gov.uk

Web

www.wandsworth.gov.uk/wiaas



WIASS



Wandsworth Information, Advice & Support Service

Providing an Impartial Service to Children and Young People (aged 0-25) with additional learning needs