

# Know your rights

When we work with you!



You have a right to confidential and impartial information, advice and support from our service.

We can work with you with or without your parent/carer.

Turn over  
for more  
information

## 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. This means we will not share your information with other people outside of our service, including your parent/ carer, teachers or social workers. We might tell our manager so they can check our work, and we will make notes on our computers (if you agree for us to do so) so we can remember our discussions. We will keep all of this information safe. The **only time** we will break confidentiality and tell someone when;

- you give us permission by saying it is ok to do so
- 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 will try and 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, and we will not take sides or tell you what to do. Our aim is to help you make decisions about your education, health and social care needs, rather than give you our own personal opinions or views.

## What Is Mental Capacity?

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

**WIASS**

We are independently  
trained in the law on  
Special Educational  
Needs and Disability



## How we store your information

When you use our service, we record all information that is given to us (with your permission); this is to make sure we can give you the right support.

**You have the right to say no to us storing information about you.**



**Please contact us if you would like to know more about the information on this sheet.**

### How to contact us:

- By phone - call or text our Children and Young People's officer on **07917 504 390**
- Call our office Helpline Number: **020 8871 8065**
- Email: [wiaass@wandsworth.gov.uk](mailto:wiaass@wandsworth.gov.uk)
- Visit: [wiaass.org.uk](http://wiaass.org.uk)

**We are Free, Confidential (private) and Objective (we will not tell you what to do or take sides)**