

Our service is for you

...if you are a parent/carer of a child or young person with special educational needs or a disability

Or

... you are a young person with special educational needs or a disability and under 25

Or

... your child or young person is at risk of exclusion or has been excluded from school

And

...you live in Poole.

We offer **free, impartial** and **confidential** advice, information and support on special educational needs and disability, including social care and health issues.

Our services

- ✓ A telephone helpline with 24 hour voicemail
- ✓ An email advice line
- ✓ Face to face support (by appointment)
- ✓ Written information
- ✓ Signposting to other services and people who can help you
- ✓ Training and workshops
- ✓ Information sessions for parents/carers/young people



How we can help you

- Listen to and help you to voice your views and concerns
- Work with you to explore your options
- Help you to understand your rights in relation to special educational needs and disability
- Prepare for and/or attend meetings with you, including annual reviews
- Understand reports, letters, processes
- Support you to write letters and express your views
- Support you through the Education, Health and Care Plan process
- Help you to resolve issues and find solutions
- Provide advice and support on mediation and Special Educational Needs and Disability Tribunal

I couldn't have done it without your help. It gave me more confidence.



We got lots of help and advice. It was reassuring to have someone to attend meetings with me.




Your service helped me to express my concerns and talk to the other professionals.



Contact us

 **Telephone**
01202 261933

 **Email**
sendiass@poole.gov.uk

 **Address**
Quay Advice Centre
18 Hill Street
Poole BH15 1NR



If you would like this information in a different language or format, please contact us.

SENDIASS is an impartial service, funded by Children's Services, Borough of Poole. Any comments or complaints should be sent to: Head of Children and Young People's Integrated Services, Borough of Poole, Dolphin Centre, Poole, BH15 1SA (marked addressee only).

Special Educational Needs and Disability



A service for special educational needs and disability

Helping you to make informed choices

