

Support if you are ill or disabled

Benefits and
support you
may get

Getting the right information and help when you're ill or disabled is essential. This leaflet tells you about the support you might get. It doesn't go into detail, but explains where you can get more information and who to contact. Other organisations may also be able to help you.

If you're ill and employed

If you become ill and are unable to work, you may get **Statutory Sick Pay** for up to 28 weeks. If your employer can't pay you this, they'll give you a form explaining why. You'll then need to contact Jobcentre Plus about claiming Employment and Support Allowance.



Find out more at
www.direct.gov.uk/benefits



Claim by phone **0800 055 6688**

If you're unable to work due to illness or disability

You may get **Employment and Support Allowance** if you have an illness or disability that means you can't work, and:

- you're out of work
- you're self-employed
- you can't get Statutory Sick Pay, or
- your Statutory Sick Pay has stopped after 28 weeks.

You'll usually need to complete a questionnaire about your health or attend a medical assessment.

We will contact you about this. If you don't fill in the questionnaire or take part in an assessment, we may stop your benefit.



Find out more at
www.direct.gov.uk/benefits



Claim by phone **0800 055 6688**

Work-focused interviews

We may ask you to go to work-focused interviews to help you get back into work. If you don't take part, we may reduce your benefit.



Find out more at
www.direct.gov.uk/benefits

If you're disabled

You may get **Disability Living Allowance** (under 65) or **Attendance Allowance** (65 or over) if you need help to look after yourself. You can get it whether you work or not.

The amount of Disability Living Allowance or Attendance Allowance you get depends on how much your disability affects you.

Disability Living Allowance (but not Attendance Allowance) can also be paid if you have walking difficulties.



Find out more at
www.direct.gov.uk/benefits



To get a claim pack phone
0800 882 200

You may get support from **Access to Work** to help you keep your job, or to communicate at a job interview.



Find out more at
www.direct.gov.uk/accesstowork

If you have an accident or disease caused by work

You may get **Industrial Injuries Disablement Benefit** if you're ill or disabled as a result of an accident at work, or a disease caused by certain types of work.



Find out more at
www.direct.gov.uk/benefits

Textphones

If you have a textphone because you can't speak or hear clearly, there are different numbers for each service listed in this leaflet. These numbers don't accept voice calls or text messages from mobile phones.

Employment and Support Allowance claims

Textphone **0800 023 4888**

Disability Living Allowance or Attendance Allowance

Textphone **0800 243 355**

We also have basic information leaflets covering:

- Support for carers
- Support for parents and guardians
- Support if you're planning retirement
- Support after a death
- Support if you are looking for work.

This information is available in other formats on request.

If you can't use the internet, you can phone for a more detailed leaflet.



Phone **0845 606 5065**
Textphone **0845 604 0210**

Call charges

Calls to the 0800 numbers in this leaflet are free from BT land lines and most mobiles.

Calls to 0845 numbers from BT land lines should cost no more than 7p a minute with a 11p call set-up charge. You may pay more if you use another phone company or a mobile phone. Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider. Charges were correct as of the date below.

This leaflet is only a guide and does not cover every circumstance. We have done our best to make sure the leaflet is correct as of the date below. Some of the information may be oversimplified or may become inaccurate over time, for example because of changes to the law. We recommend that you get independent advice before making financial decisions based on this leaflet.

DWP aims to provide a high quality of service to all its customers. You can find out more in our Customer Charter at

www.direct.gov.uk/dwpcharter

