



Life beyond barriers

Welfare Benefits Service

The Welfare Benefits Service provides free independent advice and assistance to all disabled residents and their carers who live and work in Hammersmith and Fulham borough. The service is for all ages, including parents and carers of disabled children.

We provide free advice and assistance, up to Tribunal level, on most Department for Work & Pensions (DWP) benefits, Tax Credits and some local authority benefits.

How to access the service

If you are the carer or parent of a **disabled child**, and you live or work in Hammersmith and Fulham borough, and you need advice on Benefits and Tax Credits, please contact Doreen Taggart on 020 7471 8524 or

Doreen.taggart@actionondisability.org.uk

If you are a **disabled adult**, or a carer of a disabled adult and you live in Hammersmith and Fulham borough, and you need advice on Benefits and Tax Credits, please contact Tom Kenny on 020 7471 8525 or tom.kenny@actionondisability.org.uk

The Welfare Benefits Service is free.

More information

We will help maximise your income by providing a thorough benefit check. We can support you to fill in online and paper forms as part of the welfare benefits service. Tom and Doreen can also answer any questions you may have about the many changes brought about by the Welfare Reform Bill. We can check if the Benefit Cap or Bedroom Tax affects you.

Due to limited staff resources and the high demand for this service, you may have to wait a couple of weeks for an appointment. Please get in touch with us as soon as you receive a form or letter so that you do not risk missing any deadlines. Sometimes we may be able to sort out your enquiry by having a phone conversation with you.

We can support you with additional entitlements such as: Blue Badge, Freedom Pass and Taxi Card applications etc. Parents and carers of disabled children can also get support with Family Fund applications.

We can visit you at home if necessary.

How did we do?

What to do if you are not happy with our service or have comments or suggestions.

- Talk to your contact at AoD about your experiences and about the changes we need to make.
- Ask to speak to a manager, tell them if you are unhappy with our services, staff or volunteers.
- Ask to speak to the Chief Executive, Kamran Mallick or ask for a formal complaints form.

We take comments suggestions and complaints very seriously and they help us improve our service. All formal complaints are reported to our board of trustees.

Membership

We have over 1500 members and we would love you to join too. Having you behind us will help us in our campaigning and influencing work. Membership will bring you benefits too:

- Loyalty card – this will get you discounts at over 200 local businesses
 - Information – find out about what is happening locally
 - Share your experiences, good and bad, with other disabled people.
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Fundraising & Events

Help us to raise money for essential services. To find out about fundraising events visit: www.actionondisability.org.uk/fundraising.

To donate or sign up for our Swimathon visit: <https://mydonate.bt.com/charities/hafad>

Visit www.wishgenie.com to find out how to shop online AND raise money for AoD.

www.actionondisability.org.uk

Twitter: @ActiononD

Facebook: facebook.com/ActiononD

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Fax: 020 7610 9786

Email: info@actionondisability.org.uk