

# Helping your customers benefit from Access to Work



Department for Work and Pensions

## What is Access to Work?

The Access to Work service can help customers with a disability or a long term physical or mental health condition overcome barriers to starting or keeping a job.

It can also provide practical advice and guidance to employers to help them understand physical and mental ill health and how they can support employees.

If a customer answers 'yes' to the questions on this checklist, they are likely to be eligible to apply for Access to Work.

**Name of customer:** .....

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- Q.1** Does your customer have:
- A disability, mental ill health or a long-term health condition that affects their ability to work?
- Q.2** If yes to the above, is your customer:
- Over 16 years old, and
  - Living in England, Scotland or Wales?
- Q.3** Does your customer need support with an interview for a job because of their health condition or disability?
- Q.4** Is your customer:
- Already doing paid work and needs support to stay in work, or
  - About to start paid work and needs support with their new job, or
  - Self-employed, or
  - About to begin a work trial, or start work experience under the Youth Contract arranged through Jobcentre Plus, or
  - Starting on an Apprenticeship, or
  - About to start a Supported Internship or BIS Traineeship employer placement?

**If 'YES', to 1 and 2 and 3 or 4 your customer may be eligible for Access to Work support.**

An Access to Work grant can help pay for things like specialist equipment, travel (when customers are unable to use public transport) and a communicator at a job interview. Customers will not have to pay any money back and it won't affect their other benefits.

You can find more information about Access to Work and how to claim it on the GOV.UK website at <https://www.gov.uk/access-to-work>

There are some exceptions. Customers might not qualify for Access to Work if they already receive certain benefits. See <https://www.gov.uk/access-to-work/eligibility> for more information.