

## **Frequently asked questions**

### **I am self-employed can I still apply?**

The grant is available to employed and self-employed people.

### **I am self-employed what evidence would you need to show that I have a job?**

If you are self-employed, we would be able to confirm from our records that this is the case.

If you are looking to commence self-employment, we would need to know when you expect this to start and that you have work in place.

### **Is there a minimum number of hours that I need to be working?**

No, there is no minimum number of hours that you need to be working. Regardless as to the number of hours that you are working, your employer is obliged to make reasonable adjustments unless it imposes a 'disproportionate burden' (financial or other) on them. Further detail on what constitutes a reasonable adjustment and a 'disproportionate burden' can be found on the Employment and Equal Opportunities Service website in the section [Chapter 3: Duty to make reasonable adjustments](#).

### **I think I would benefit from aids or equipment, what do I do?**

In the first instance you should speak to your employer. Under the Discrimination Ordinance, your employer is required to make reasonable adjustments unless it imposes a 'disproportionate burden' (financial or other) on them.

[You can find](#) more information on the discrimination ordinance and an employer's obligations on the [Employment and Equal Opportunities Service website](#).

### **I don't know what aids or equipment I need, who can help me?**

In the first instance you should speak to your employer about the parts of your job that you are finding difficult. If they have access to an Occupational Health provider, they may refer you for an assessment.

Alternatively, your treating practitioner (or another third-party provider) may be able to offer a recommendation.

If required, the Access to Work team can arrange an occupational health assessment on your behalf. You will not have to pay for this assessment. The Access to Work team will ask you some questions to confirm that this is necessary and that you have explored the above options first.

### **I think I know what aids and equipment I need – how much evidence is required?**

- If you have a letter or any supporting details, such as an assessment from a treating practitioner, you will be able to provide this as part of your application.
- If you have previously provided information to Social Security regarding your disability (which may include information from a treating practitioner) this can be used to support your application and may be sufficient.

As part of your application, you will need to provide a quote for the aid or equipment that you require.

If for any reason the information you provide isn't sufficient, you will be contacted, and assistance will be offered in sourcing the information that is required.

### **What do I do if I have issues with the aid or equipment?**

We will only be able to assist with the initial purchase of the aid or equipment. If there are any issues you will need to communicate with the supplier to resolve this.

We will not be able to assist with repairs or replacements of any aids or equipment.

### **How often can I apply?**

If your needs or job role has changed, and you require new or additional aids or equipment you can apply. There is no limit to the number of applications that you make per annum, but there is a cap of £5,000.

### **What aids or equipment can I claim for?**

Some examples of items that can be claimed for are:

- footstools
- gel wrist guards
- mouse mats
- document holders
- ergonomic mice
- ergonomic keyboards
- screen/monitor filters
- coloured overlays for documents

- screen magnifier

This list is not comprehensive, and it is worth contacting us if you are unsure about the aid or equipment you need.

### **What am I not able to claim for?**

You will not be able to claim assistance for any substantial modifications or alterations to your place of work.

You are not able to claim assistance for travel costs – e.g. to and from work.

You will not receive assistance with any recurring costs or subscription fees for a specific piece of software.

### **How old do I have to be to apply?**

You must be at least 16 years of age to apply.

### **Are there any types of work that are not eligible?**

We can support people working in any industry, but we are not able to support if your employment is a work placement or trial that is not guaranteed to turn into employment.

### **Can I get assistance if I am working from home?**

As long as the equipment you need is explicitly for the work you are going to be doing, you are able to claim for equipment or aids if you are working from home.

### **If my request is granted, how do I get the aids or equipment?**

You will be responsible for sourcing the aid or equipment that you require. If your application is approved, you will receive a payment to cover to the cost of the aid or equipment.

You may be requested to present evidence that you have purchased the aid or equipment and will be liable to repay the sum received if you are found not to have done so.

### **What happens if my request is declined?**

If your request is declined and you disagree with the decision, you can ask for the decision to be independently reviewed.

This may not result in the decision changing but it does mean that an independent officer will consider your request.