



Department of  
**Health**

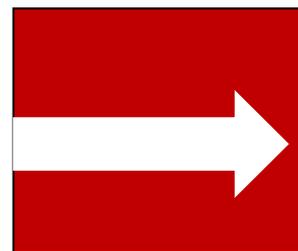
An Roinn Sláinte

Máinnystrie O Poustie

[www.health-ni.gov.uk](http://www.health-ni.gov.uk)



COMPLETE



FOR CARERS

August 2020

## **Who is this A–Z Guide for?**

This guide is for informal/unpaid carers living in Northern Ireland. You are a carer if you provide help and support, without payment, to a family member or a friend who may not be able to manage without this help because of frailty, illness or disability.

## **What is in this Guide?**

This guide tells you where you can access information, support and services relevant to carers. It directs you to the organisations best placed to meet your needs, and gives you contact details for these organisations. The guide is mainly regional in context – for more local information, you are advised to contact your HSC Trust for details.

## **How do I use it?**

The information contained within the A-Z Guide for Carers is organised by topic. The contents page at the front will help you find the topic you are looking for, and a more detailed A-Z index is available at the back of the guide.

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## BENEFITS

This guide provides brief information on a range of benefits which you or someone you are caring for may be entitled to. Your nearest **Jobs and Benefits office** will help you with any questions you have about your benefits situation. Staff will also help you to fill in forms or to make a claim. Contact details for your local **Jobs & Benefits office** can be found on the NI Direct website: [www.nidirect.gov.uk/contacts/jobs-benefits-offices](http://www.nidirect.gov.uk/contacts/jobs-benefits-offices)

You can also access information on the Department for Communities website: [www.communities-ni.gov.uk/topics/benefits-and-pensions](http://www.communities-ni.gov.uk/topics/benefits-and-pensions). The Department provides help and financial support if you are unemployed and looking for work. It also provides you with additional income when your earnings are low, if you are bringing up children, are retired, care for someone, are ill or have a disability. The **Benefits Enquiry Line** number is [0800 022 4250](tel:08000224250). If you have a hearing impairment and use a text phone, you can dial [0800 587 1297](tel:08005871297).

### BENEFITS FOR CARERS

#### Carer's Allowance

Phone: 0800 587 0912

##### What is it?

It is a taxable benefit paid if you are aged 16 and over and spend at least 35 hours per week looking after someone who has an illness or a disability.

For further information on eligibility go to [www.nidirect.gov.uk/articles/carers-allowance](http://www.nidirect.gov.uk/articles/carers-allowance)

##### How to claim

###### Online

NI Direct: [www.nidirect.gov.uk/services/apply-carers-allowance-online](http://www.nidirect.gov.uk/services/apply-carers-allowance-online)

###### In person

If you cannot claim online, form DS700 and DS700(SP) (for those over state pension age) is available from **Disability and Carers Service** or your local **Jobs & Benefits office**.

###### Telephone

Disability and Carers Service: [0800 587 0912](tel:08005870912)

or

Benefit Enquiry Line: [0800 232 1271](tel:08002321271)

Text phone: [0800 012 1574](tel:08000121574) (for people with speech and hearing difficulties).

#### Carer Premium

Phone: 0800 090 2309

##### What is it?

The carer premium is an extra payment you can get if you're caring for someone and receiving certain benefits. If you're entitled to Carer's Allowance and some other means-tested benefits, you may also be able to receive the

## BENEFITS

carer premium. This is an extra payment given on top of your other benefits and not a benefit in itself.

The carer premium is sometimes known as other things. It's called the **carer addition** when it's added to Pension Credit, and it's known as the **carer amount** or **carer element** when it's added to Universal Credit.

You don't have to do anything in order to get the carer premium. If you get Carer's Allowance, or meet the eligibility criteria for it, it will be added on automatically by the relevant government department.

It's worth noting that if the person you care for gets the severe disability premium included in their means-tested benefit, this severe disability premium may stop if you claim Carer's Allowance.

### Further advice

#### Online

TURN2US: [www.turn2us.org.uk/Jargon-buster/Overlapping-Benefit-Rule](http://www.turn2us.org.uk/Jargon-buster/Overlapping-Benefit-Rule)

Marie Curie: [www.mariecurie.org.uk/help/support/benefits-entitlements/carers/premium](http://www.mariecurie.org.uk/help/support/benefits-entitlements/carers/premium)

#### Telephone

Marie Curie: [0800 090 2309](tel:08000902309)

or

Contact your local **Jobs & Benefits office**.

## Self Directed Support

### What is it?

Self Directed Support is not a benefit but a way of providing social care support that empowers individuals to have informed choice about how support is provided to them with a focus on working together to achieve individual outcomes.

Self Directed Support enables individuals to choose how their support is provided and gives them as much control as they want over their Personal Budget.

An individual's personal budget can be:

1. Taken as a Direct Payment,
2. A Managed Budget (where the Trust holds the budget, but the individual is in control of how it is spent),
3. The Trust can arrange a service, or
4. You can choose a mixture of these options.

Direct Payments are local Trust payments available for anyone who has been assessed as needing help from social services. You can also normally get them if you are a carer aged 16 or over and have been assessed by the local trust as eligible to receive social care support.

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For further information on Direct Payments go to:

[www.health-ni.gov.uk/publications/guidance-receiving-direct-payments](http://www.health-ni.gov.uk/publications/guidance-receiving-direct-payments)

For more information on Self Directed Support in your Trust area, please speak with your **Key Worker** or your Trust's **Self Directed Support Implementation Officer**.

### OTHER BENEFITS

You, your partner, or someone you are caring for, may be entitled to some of the following benefits. You can obtain further information on additional benefits and the necessary forms from your local **Jobs and Benefits office**.

#### Attendance Allowance

Phone: 0800 587 0912

##### What is it?

A tax-free benefit paid to people at State Pension age or over who have needed help with personal care because of a physical or mental disability for six months.

##### How to claim

###### Online

NI Direct: [www.nidirect.gov.uk/articles/attendance-allowance](http://www.nidirect.gov.uk/articles/attendance-allowance)

###### Telephone

Disability and Carers Service: [0800 587 0912](tel:08005870912)

or

Contact your local **Jobs & Benefits office**.

#### Personal Independence Payment

Phone: 0800 012 1573

Since 20 June 2016 Personal Independence Payment (PIP) has replaced DLA for people aged 16 to state pension age. PIP and DLA cannot be claimed at the same time.

DLA will stay for children up to the age of 16, both for existing or new claimants. Existing claimants who were aged 65 or over on 20 June 2016 will continue to receive DLA, provided you continue to meet the eligibility criteria.

If you currently receive DLA and were aged 16 to 64 on 20 June 2016 you will be impacted by the introduction of PIP, even if you have an indefinite or lifetime award of DLA. During the assessment process you will continue to receive your DLA award until your eligibility for PIP is decided, provided you make a claim when requested to do so and fully engage in the process.

## BENEFITS

### What is it?

PIP helps towards some of the extra costs arising from having a long-term health condition or disability that is expected to last for 12 months or longer. Entitlement to PIP is based on the effect a long term health condition has on your daily life, not the condition itself. PIP is made up of two components (parts); a 'daily living component' and a 'mobility component'. Each component has two rates; standard and enhanced. If you qualify for PIP, you will get money for one or both components.

For further information go to:

[www.nidirect.gov.uk/articles/personal-independence-payment-pip](http://www.nidirect.gov.uk/articles/personal-independence-payment-pip)

### How to claim

#### Telephone

Contact the Personal Independence Payment (PIP) Centre on the numbers below.

For new claims to PIP:

Telephone: [0800 012 1573](tel:08000121573)

Text phone: [0800 587 0937](tel:08005870937) (for people with speech and hearing difficulties).

For existing claims and enquiries:

Telephone: [0800 587 0932](tel:08005870932)

Text phone: [0800 587 0937](tel:08005870937) (for people with speech and hearing difficulties).

### Universal Credit

Phone: 0800 012 1331

### What is it?

Universal Credit was introduced in Northern Ireland in September 2017 and is a new payment for working age people who are on low income or out of work. To get Universal Credit you must be aged 18 or over and be under State Pension age.

The benefits that are being replaced by Universal Credits are:

- Jobseeker's Allowance (income-based)
- Employment and Support Allowance (income-related)
- Income Support
- Child Tax Credits
- Working Tax Credits
- Housing Benefit (Rental).

The following benefits will not be replaced by Universal Credit and will continue:

- Jobseeker's Allowance (Contribution- based)
- Employment and Support Allowance (Contribution- based)
- Child Benefit
- Pension Credit
- Carer's Allowance
- Industrial Injuries Disablement Benefit.

## BENEFITS

Further information is available from the Department for Communities website at: [www.communities-ni.gov.uk/publications/universal-credit-customer-information](http://www.communities-ni.gov.uk/publications/universal-credit-customer-information)

### How to claim

#### Online

Ni Direct: [www.nidirect.gov.uk/articles/claim-universal-credit-online](http://www.nidirect.gov.uk/articles/claim-universal-credit-online)

#### Telephone

Universal Credit Service Centre: [0800 012 1331](tel:08000121331)

Text phone: [0800 012 1441](tel:08000121441) (for people with speech and hearing difficulties).

## Help with Health Costs

### What is it?

Most Health Service treatment is free, although there can be charges for some things. Depending on your circumstances, you might get help with the cost of some treatment, services and items. If you're on a low income, you may be able to get help with health service and travel costs.

All prescriptions dispensed in Northern Ireland are free of charge for everyone. This includes medication, wigs and surgical appliances.

You may also be entitled to the following:

- free HS dental treatment
- free sight tests
- vouchers towards the cost of glasses or contact lenses
- help with the costs of travel for treatment on referral by a doctor or dentist.

Further information is available from the Ni Direct website at:

[www.nidirect.gov.uk/articles/help-health-costs](http://www.nidirect.gov.uk/articles/help-health-costs)

### How to claim

For most people all you need to do is fill in the back of your prescription form, or tell your dentist or optician when you go for dental or optical treatment. If you are claiming help with healthcare travel costs or for wigs and fabric supports, tell the hospital and show proof of entitlement.

For those who want to claim on low income grounds, or before your benefit claim is settled, you need to fill in the claim form HC1 'Claim for help with health and travel costs'. It can be downloaded from NI Direct at [www.nidirect.gov.uk/publications/claim-help-health-and-travel-costs-form-hc1](http://www.nidirect.gov.uk/publications/claim-help-health-and-travel-costs-form-hc1) or collected from your local **Jobs & Benefits office** or hospitals. Your doctor, dentist, pharmacist and optician might also have a copy. When you have filled in the form, post it to or hand it in to your local **Jobs and Benefits office**.

## BENEFITS

**Important Note** – For people who have reached State Pension qualifying age your claim will be dealt with by the **Pension Service**:

Telephone: [0800 587 0892](tel:08005870892)

Text phone: [0808 100 2198](tel:08081002198) (for people with speech and hearing difficulties).

### Housing Benefit

Phone: 03448 920 902

#### What is it?

Housing Benefit is a tax-free, income related benefit, awarded to you if you are responsible for paying rent and/or rates and satisfy the qualifying conditions. If you are on low income, you may be able to get help to pay for your rent, rates and some service charges. You can claim Housing Benefit if you're employed or unemployed.

For further information go to:

[www.nidirect.gov.uk/articles/housing-benefit-and-rate-relief-tenants](http://www.nidirect.gov.uk/articles/housing-benefit-and-rate-relief-tenants)

#### How to claim

You will only be able to make a new claim for Housing Benefit if you are over pension age or if you receive a Severe Disability Premium in your other benefits. If neither of these apply, **you can get help with your rent by applying for Universal Credit (page 7)**.

#### Online

Housing Executive: [www.nihe.gov.uk/Housing-Help/Housing-Benefit/Making-a-claim-for-Housing-Benefit](http://www.nihe.gov.uk/Housing-Help/Housing-Benefit/Making-a-claim-for-Housing-Benefit)

#### Telephone

Housing Executive: [03448 920 902](tel:03448920902)

Pension Service (if you're claiming Pension Credit): [0800 587 0892](tel:08005870892)

Pension Service text phone: [0808 100 2198](tel:08081002198) (for people with speech and hearing difficulties)

or

Contact your local **Jobs & Benefits office** if you're claiming Income Support or income-based Jobseeker's Allowance.

### Employment and Support Allowance

Phone: 0800 085 6318

#### What is it?

Employment and Support Allowance (ESA) offers support and financial help so you can do suitable work if you are able to. It gives you access to a Work Coach and services including employment, training and condition management support to help you manage your illness or disability at work.

There are three types of ESA: new style, contribution-based and income-related. If you are claiming or have made a claim to Universal Credit you may be entitled to 'new style' ESA.

## BENEFITS

For further information on Employment and Support Allowance go to:  
[www.nidirect.gov.uk/articles/employment-and-support-allowance](http://www.nidirect.gov.uk/articles/employment-and-support-allowance)

### How to claim

#### Online

NI Direct: [www.nidirect.gov.uk/publications/employment-and-support-allowance-claim-form-esa1](http://www.nidirect.gov.uk/publications/employment-and-support-allowance-claim-form-esa1)

#### Telephone

Employment and Support Allowance Centre: [0800 085 6318](tel:08000856318)

Text phone: [0800 328 3419](tel:08003283419) (for people with speech and hearing difficulties).

### Industrial Injuries Disablement Benefit

#### What is it?

Industrial Injuries Disablement Benefit is available to support people who are ill or disabled from an accident or disease caused by work or while they were on an approved employment training scheme or course.

#### How to claim

##### Online

NI Direct: [www.nidirect.gov.uk/articles/industrial-injuries-disablement-benefit](http://www.nidirect.gov.uk/articles/industrial-injuries-disablement-benefit)

##### Telephone

Industrial Injuries Branch telephone:

- surnames beginning with A-D: [028 4146 6671](tel:02841466671)
- surnames beginning with E-L: [028 4146 6646](tel:02841466646)
- surnames beginning with M-Mi: [028 4146 6723](tel:02841466723)
- surnames beginning with Mo-Z: [028 4146 6712](tel:02841466712)

or

Contact your local **Jobs & Benefits office**.

### 'New Style' Jobseeker's Allowance

Phone: 0800 022 4250

#### What is it?

Universal Credit replaced Jobseeker's Allowance. However if you have been credited with enough National Insurance contributions, you may be entitled to 'New Style' Jobseeker's Allowance. 'New style' Jobseeker's Allowance works in the same way as contribution-based JSA. Your partner's income and savings won't affect how much you're paid.

You can get 'New Style' Jobseeker's Allowance for up to 182 days.

Depending on your circumstances, it can be claimed on its own or at the same time as Universal Credit.

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### How to claim

#### Online

NI Direct: [www.nidirect.gov.uk/articles/jobseekers-allowance](http://www.nidirect.gov.uk/articles/jobseekers-allowance)

#### Telephone

Department for Communities: [0800 022 4250](tel:08000224250)

Text phone: [0800 587 1297](tel:08005871297) (for people with speech and hearing difficulties).

### Bereavement Support Payment

Phone: 0800 085 2463

#### What is it?

Bereavement Support Payment gives financial help to deal with the more immediate costs caused by the death of a spouse or civil partner. It is paid where the date of death was on or after 6 April 2017. All payments are tax free. Your age will not affect the amounts you receive provided you are below State Pension age.

For further information on Bereavement Support Payment go to:

[www.nidirect.gov.uk/articles/bereavement-support-payment](http://www.nidirect.gov.uk/articles/bereavement-support-payment)

#### How to claim

##### Online

NI Direct: [www.nidirect.gov.uk/publications/bereavement-support-payment-application-form](http://www.nidirect.gov.uk/publications/bereavement-support-payment-application-form)

##### Telephone

Department for Communities: [0800 085 2463](tel:08000852463)

### Statutory Sick Pay

Phone: 0300 200 7898

#### What is it?

If you're an employee and unable to work because you're ill you may be able to get Statutory Sick Pay. It is paid by your employer and can be paid for up to 28 weeks.

For further information on Statutory Sick Pay go to:

[www.nidirect.gov.uk/articles/apply-statutory-sick-pay](http://www.nidirect.gov.uk/articles/apply-statutory-sick-pay)

or

Telephone NI Direct: [0300 200 7898](tel:03002007898)

#### How to claim

Speak to your Employer about Statutory Sick Pay.

# BENEFITS

**Budgeting Loans**

**Phone: 0300 200 7898**

## **What are they?**

If you're on a low income and need help with certain important costs, you may be able to get an interest-free Budgeting Loan from the Social Fund that you pay back. You can apply to borrow between £100 and £1,500. A Budgeting Loan does not count as income and will not affect other benefits you're getting.

For further information on Budgeting Loans go to:

[www.nidirect.gov.uk/articles/budgeting-loans](http://www.nidirect.gov.uk/articles/budgeting-loans)

or

Telephone NI Direct: [0300 200 7898](tel:03002007898)

## **How to claim**

Online

NI Direct: [www.nidirect.gov.uk/publications/budgeting-loan-form-sf500](http://www.nidirect.gov.uk/publications/budgeting-loan-form-sf500)

or

Contact your local **Jobs & Benefits office**.

# CARERS' SUPPORT AND VOLUNTARY ORGANISATIONS

## GENERIC GROUPS SUPPORTING CARERS

### **Carers NI** **Phone: 028 9043 9843**

Provides information and support for carers on a range of issues.

Address: 3<sup>rd</sup> Floor, Merrion Business Centre, 58 Howard Street, Belfast, BT1 6PJ

Telephone: [028 9043 9843](tel:02890439843)

Website: [www.carersni.org](http://www.carersni.org)

Email: [info@carersni.org](mailto:info@carersni.org)

### **Crossroads Care NI** **Phone: 028 9181 4455**

Crossroads promotes, offers, supports and delivers high quality services for carers and people with care needs.

Address: 432 Upper Newtownards Road, Belfast, BT4 3GY

Telephone: [028 9181 4455](tel:02891814455)

Website: [www.crossroadscare.co.uk](http://www.crossroadscare.co.uk)

Email: [info@crossroadscare.co.uk](mailto:info@crossroadscare.co.uk)

## YOUNG CARERS

### **Action for Children** **Phone: 028 9046 0500**

A national charity that supports and speaks out on behalf of the most vulnerable and neglected children and young people in Northern Ireland.

Address: 10 Heron Road, Belfast, BT3 9LE

Telephone: [028 9046 0500](tel:02890460500)

Website: [www.actionforchildren.org.uk/what-we-do/our-work-in-northern-ireland/](http://www.actionforchildren.org.uk/what-we-do/our-work-in-northern-ireland/)

Email: [ask.us@actionforchildren.org.uk](mailto:ask.us@actionforchildren.org.uk)

### **Action for Children NI Regional Young Adult Carers: Phone: 028 9046 0500**

Supporting young adult carers aged 18-25, across all 5 trust areas in Northern Ireland.

Address: 10 Heron Road, Belfast, BT3 9LE

Telephone: [028 9046 0500](tel:02890460500)

Website: [www.actionforchildren.org.uk/](http://www.actionforchildren.org.uk/)

Facebook: [www.facebook.com/actionforchildrennorthernireland/](https://www.facebook.com/actionforchildrennorthernireland/)

Email: [YoungAdultCarersNI@actionforchildren.org.uk](mailto:YoungAdultCarersNI@actionforchildren.org.uk)

### **Action for Children NI Regional Young Carers** **Phone: 028 9046 0500**

Supporting young carers aged 8-18 living in Belfast, South Eastern and Southern Trust areas.

Address: 10 Heron Road, Belfast, BT3 9LE

Telephone: [028 9046 0500](tel:02890460500)

## CARERS' SUPPORT AND VOLUNTARY ORGANISATIONS

Website: [www.actionforchildren.org.uk/in-your-area/services/young-carers/ni-regional-young-carers/](http://www.actionforchildren.org.uk/in-your-area/services/young-carers/ni-regional-young-carers/)

Facebook: [www.facebook.com/YoungCarersNI/](https://www.facebook.com/YoungCarersNI/)

Email: [NIYoungCarers@ActionForChildren.org.uk](mailto:NIYoungCarers@ActionForChildren.org.uk)

### **Barnardo's** **Phone: 028 9067 2366**

Support and advice for young people, their families and young carers.

Address: 542 - 544 Upper Newtownards Road, Belfast, BT4 3HE

Telephone: [028 9067 2366](tel:02890672366)

Website: [www.barnardos.org.uk/northern-ireland](http://www.barnardos.org.uk/northern-ireland)

Email: [ReceptionNI@barnardos.org.uk](mailto:ReceptionNI@barnardos.org.uk)

### OLDER PEOPLE

### **Age NI** **Phone: 028 9024 5729**

Provides companionship, advice and support for older people who need it most.

Address: 3 Lower Crescent, Belfast, BT7 1HP

Telephone: [028 9024 5729](tel:02890245729)

Advice Line: [0808 808 7575](tel:08088087575)

Website: [www.ageuk.org.uk/northern-ireland/](http://www.ageuk.org.uk/northern-ireland/)

Email: [info@ageni.org](mailto:info@ageni.org)

### PEOPLE WITH PHYSICAL DISABILITIES

### **Action MS** **Phone: 028 9079 0707**

Offers support and information for people diagnosed with Multiple Sclerosis and their carers.

Address: Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8BH

Telephone: [028 9079 0707](tel:02890790707)

Website: [www.actionms.co.uk](http://www.actionms.co.uk)

Email: [info@actionms.co.uk](mailto:info@actionms.co.uk)

### **Brainwaves Northern Ireland** **Phone: 028 8676 6000**

Information and support for children and adults with brain tumours, their families and carers.

Address: 35 Loy Street, Cookstown, BT80 8PZ

Telephone: [028 8676 6000](tel:02886766000)

Website: [www.brainwaves-ni.org](http://www.brainwaves-ni.org)

Email: [info@brainwaves-ni.org](mailto:info@brainwaves-ni.org)

## CARERS' SUPPORT AND VOLUNTARY ORGANISATIONS

### Cedar Foundation

Phone: 028 9066 6188

Information, training and advice on independent living. Also provides information and support for children and young people with Cerebral Palsy and related disabilities, and their parents.

Address: Malcolm Sinclair House, 31 Ulsterville Avenue, Belfast, BT9 7AS

Telephone: [028 9066 6188](tel:02890666188)

Website: [www.cedar-foundation.org](http://www.cedar-foundation.org)

Email: [communications@cedar-foundation.org](mailto:communications@cedar-foundation.org)

### Headway Belfast

Phone: 07557 957 624

Dedicated to supporting people with a brain injury, their families and their carers.

Address: Headway c/o RABIU Musgrave Park Hospital, Stockman's Lane, Belfast, BT9 7JB

Telephone: [07557 957 624](tel:07557957624)

Website: [www.headway.org.uk](http://www.headway.org.uk)

Email: [ni.services@headway.org.uk](mailto:ni.services@headway.org.uk)

### MNDA

Phone: 0808 802 6262

Support to those living with Motor Neurone Disease, their families and carers.

Telephone: [0808 802 6262](tel:08088026262)

Website: [www.mndassociation.org/](http://www.mndassociation.org/)

Email: [mndconnect@mndassociation.org](mailto:mndconnect@mndassociation.org)

### Multiple Sclerosis Society NI

Phone: 028 9080 2802

Offering research, community services, fundraising, support and increasing awareness of Multiple Sclerosis.

Address: The Resource Centre, 34 Annadale Avenue, Belfast, BT7 3JJ

Telephone: [028 9080 2802](tel:02890802802)

Website: [www.mssociety.org.uk/contact-us/northern-ireland](http://www.mssociety.org.uk/contact-us/northern-ireland)

Email: [nireception@mssociety.org.uk](mailto:nireception@mssociety.org.uk)

### Muscular Dystrophy UK

Phone: 0752 559 3669

Guidance care and counselling, expert clinical care, physiotherapy and support for those diagnosed with Muscular Dystrophy.

Telephone: [0752 559 3669](tel:07525593669)

Website: [www.muscular-dystrophy.org](http://www.muscular-dystrophy.org)

Email: [j.harvey@muscular dystrophyuk.org](mailto:j.harvey@muscular dystrophyuk.org)

### Parkinson's UK

Phone: 028 9092 3370

Providing research, education, welfare and communication on Parkinson's Disease.

Address: Parkinson's UK Northern Ireland Wellington Park Business Centre, 3 Wellington Park, Malone Road, Belfast, BT9 6DJ

## CARERS' SUPPORT AND VOLUNTARY ORGANISATIONS

Telephone: [028 9092 3370](tel:02890923370)  
Website: [www.parkinsons.org.uk](http://www.parkinsons.org.uk)  
Email: [northernireland@parkinsons.org.uk](mailto:northernireland@parkinsons.org.uk)

### **SHINE** **Phone: 01733 555988**

Provides support, advice, information and advocacy to children and adults with Spina Bifida and Hydrocephalus.

Address: Shine, PO Box 61, Cookstown, BT80 1AN

Telephone: [01733 555988](tel:01733555988)

Website: [www.shinecharity.org.uk/northern-ireland-region/northern-ireland-region](http://www.shinecharity.org.uk/northern-ireland-region/northern-ireland-region)

Email: [firstcontact@shinecharity.org.uk](mailto:firstcontact@shinecharity.org.uk)

### **Stroke Association** **Phone: 0303 3033 100**

Provides information, support and advice to stroke survivors and their carers and families.

Address: 46 Cadogan Park, Belfast, BT9 6HH

Telephone: [0303 3033 100](tel:03033033100)

Website: [www.stroke.org.uk/](http://www.stroke.org.uk/)

Email: [helpline@stroke.org.uk](mailto:helpline@stroke.org.uk)

### **Versus Arthritis** **Phone: 028 9078 2940**

Offers support, self-help, influence and information on arthritis.

Address: 1 Shore Rd, Belfast, BT15 3PG

Telephone: [028 9078 2940](tel:02890782940)

Website: [www.versusarthritis.org](http://www.versusarthritis.org)

Email: [northernireland@versusarthritis.org](mailto:northernireland@versusarthritis.org)

## PEOPLE WITH MENTAL ILL HEALTH

### **Action Mental Health** **Phone: 028 9182 8494**

Rehabilitation, training and personal development programmes for people recovering from mental illness.

Address: Action Mental Health Central Office, 27 Jubilee Road, Newtownards, BT23 4YH

Telephone: [028 9182 8494](tel:02891828494)

Website: [www.amh.org.uk](http://www.amh.org.uk)

### **Alzheimer's Society NI** **Phone: 028 9038 7487**

Provides information, advice, outreach, carers support groups, campaigning and research into Alzheimer's Disease.

Address: 30 Skegoneill Street, Belfast, BT15 3JL

Telephone: [028 9038 7487](tel:02890387487)

Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

## CARERS' SUPPORT AND VOLUNTARY ORGANISATIONS

Email: [belfast@alzheimers.org.uk](mailto:belfast@alzheimers.org.uk)

### **C.A.U.S.E. for Mental Health**

**Phone: 028 9065 0650**

Provides advice, support, training and information for carers of people with severe mental ill health.

Address: Building 2, Lesley Office Park, 393 Holywood Road, Belfast, BT4 2LS

Telephone: [028 9065 0650](tel:02890650650)

Helpline: [0800 103 2833](tel:08001032833)

Website: [www.cause.org.uk](http://www.cause.org.uk)

### **Tide – Together in Dementia Everyday**

**Phone: 0784 1457 596**

Supporting carers of people with dementia.

Address: 3 Lower Crescent, Belfast, BT7 1NR

Telephone: [07841 457596](tel:07841457596)

Website: [www.tide.uk](http://www.tide.uk)

Email: [fiona@tide.uk.net](mailto:fiona@tide.uk.net)

## PEOPLE WITH LEARNING DISABILITIES

### **Autism NI**

**Phone: 028 9040 1729**

Support for people with autism, their families and carers.

Address: Donard, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8BH

Telephone: [028 9040 1729](tel:02890401729)

Helpline: [028 9040 1729](tel:02890401729) (Option 1 - Monday to Friday - 9am to 5pm)

Website: [www.autismni.org](http://www.autismni.org)

Email: [info@autismni.org](mailto:info@autismni.org)

### **Bryson Care**

**Phone: 028 9032 5835**

Advocacy and information services for people with learning disabilities.

Address: 2 Rivers Edge, 13-15 Ravenhill Road, Belfast, BT6 8DN

Telephone: [028 9032 5835](tel:02890325835)

Website: [www.brysoncare.org](http://www.brysoncare.org)

Email: [info@brysongroup.org](mailto:info@brysongroup.org)

### **Caring Breaks**

**Phone: 028 9070 9118**

Providing regular short breaks for family carers and social and recreational activities for adults with a learning disability.

Address: 6c Wildflower Way, Apollo Road, Boucher Road, Belfast, BT12 6TA

Telephone: [028 9070 9118](tel:02890709118)

Website: [www.caringbreaks.com](http://www.caringbreaks.com)

Email: [info@caringbreaks.com](mailto:info@caringbreaks.com)

## CARERS' SUPPORT AND VOLUNTARY ORGANISATIONS

### **Downs Syndrome Association** **Phone: 028 9077 4723**

Help, information and support for people with Downs Syndrome, their families and their carers.

Address: Unit 2, Marlborough House, 348 Lisburn Rd, Belfast, BT9 6GH

Telephone: [028 9077 4723](tel:02890774723)

Website: [www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)

Email: [enquiriesni@downs-syndrome.co.uk](mailto:enquiriesni@downs-syndrome.co.uk)

### **Mencap** **Phone: 028 9069 1351**

Provides information, advice and support for children and adults with a learning disability and their families and carers.

Address: Mencap Centre, 5 School Rd, Newtownbreda, Belfast, BT8 6BT

Telephone: [028 9069 1351](tel:02890691351)

Helpline: [0808 808 1111](tel:08088081111) (Monday to Friday – 9am to 5pm)

Website: [www.mencap.org.uk](http://www.mencap.org.uk)

Email: [helpline.ni@mencap.org.uk](mailto:helpline.ni@mencap.org.uk)

### **Parent Action** **Phone: 0775 230 3854**

Independent Family Advocacy services for parent carers of children and adults with disabilities

Telephone: [0775 230 3854](tel:07752303854)

Website: [www.communityni.org/help/](http://www.communityni.org/help/)

Email: [orlaparentaction@gmail.com](mailto:orlaparentaction@gmail.com)

## PEOPLE WITH VISUAL AND HEARING IMPAIRMENTS

### **Action on Hearing Loss** **Phone: 028 9023 9619**

Offering information, employment learning and skills, communication and training for those with hearing loss.

Address: Harvester House, 4-8 Adelaide St, Belfast, BT2 8GA

Telephone: [028 9023 9619](tel:02890239619)

Textphone: [075 8713 0502](tel:07587130502)

Website: [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

Email: [information.nireland@hearingloss.org.uk](mailto:information.nireland@hearingloss.org.uk)

### **Royal National Institute of the Blind (RNIB)** **Phone: 028 9032 9373**

Provides resource information, advice, advocacy, employment & training and braille/audio transcription for the Blind.

Address: Victoria House, 15 - 17 Gloucester St, Belfast, BT1 4LS

Telephone: [028 9032 9373](tel:02890329373)

Website: [www.rnib.org.uk](http://www.rnib.org.uk)

Email: [rnibni@rnib.org.uk](mailto:rnibni@rnib.org.uk)

## CARERS' SUPPORT AND VOLUNTARY ORGANISATIONS

### **Sense** **Phone: 028 9083 3430**

Sense is the National Deafblind and Rubella Association. It provides advice, information, residential, daycare and education services.

Address: The Manor House, 51 Mallusk Road, Mallusk, BT36 4RU

Telephone: [028 9083 3430](tel:02890833430)

Textphone: [028 9083 3430](tel:02890833430)

Website: [www.sense.org.uk](http://www.sense.org.uk)

Email: [nienquiries@sense.org.uk](mailto:nienquiries@sense.org.uk)

### OTHER ORGANISATIONS

### **Action Cancer Campaign** **Phone: 028 9080 3344**

Offering counselling and support services for cancer patients and their families and carers.

Address: Action Cancer House 20 Windsor Avenue, Belfast, BT9 6EE

Telephone: [028 9080 3344](tel:02890803344)

Website: [www.actioncancer.org](http://www.actioncancer.org)

Email: [info@actioncancer.org](mailto:info@actioncancer.org)

### **Alcoholics Anonymous** **Phone: 028 9035 1222**

Provides support and advice for people with alcohol issues.

Address: Unit 11 North City Business Centre, 2 Duncairn Gardens, Belfast, BT15 2GG

Telephone: [028 9035 1222](tel:02890351222)

Website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### **Centre for Independent Living – Belfast** **Phone: 028 9064 8546**

Provides information, advice, training and support related to independent living and Direct Payments.

Address: Linden House, Beechill Business Park, 96 Beechill Road, Belfast, BT8 7QN

Telephone: [028 9064 8546](tel:02890648546)

Textphone: [028 9064 0598](tel:02890640598)

Website: [www.cilbelfast.org](http://www.cilbelfast.org)

Email: [info@cilni.org](mailto:info@cilni.org)

### **Disability Action** **Phone: 028 9029 7880**

Offering a range of services to people with physical disabilities, learning disabilities, sensory disabilities, hidden disabilities and mental health disabilities.

Address: Portside Business Park, 189 Airport Road West, Belfast, BT3 9ED

Telephone: [028 9029 7880](tel:02890297880)

Textphone: [028 9029 7882](tel:02890297882)

Website: [www.disabilityaction.org](http://www.disabilityaction.org)

## CARERS' SUPPORT AND VOLUNTARY ORGANISATIONS

Email: [hq@disabilityaction.org](mailto:hq@disabilityaction.org)

### **Macmillan Cancer Relief** **Phone: 028 9063 8980**

Provides specialist health care and information, and practical and emotional support to those diagnosed with cancer and their carers.

Address: Macmillan Support & Information Centre, 77-81 Lisburn Road, Belfast, BT9 7AB

Telephone: [028 9063 8980](tel:02890638980)

Website: [www.macmillan.org.uk](http://www.macmillan.org.uk)

Email: [cancer.info@belfasttrust.hscni.net](mailto:cancer.info@belfasttrust.hscni.net)

### **Marie Curie** **Phone: 028 9088 2000**

Offers a range of information and support for people diagnosed with a terminal illness.

Address: Marie Curie Hospice, Kensington Road, Belfast, BT5 6NF

Telephone: [028 9088 2000](tel:02890882000)

Website: [www.mariecurie.org.uk/help/hospice-care/belfast](http://www.mariecurie.org.uk/help/hospice-care/belfast)

Email: [belfast.hospice@mariecurie.org.uk](mailto:belfast.hospice@mariecurie.org.uk)

### **Narcotics Anonymous** **Phone: 0300 365 1010**

Provides Support and advice for people with drug problems.

Telephone: [0300 365 1010](tel:03003651010)

Website: [www.na-northernireland.org](http://www.na-northernireland.org)

Email: [info@na-northernireland.org](mailto:info@na-northernireland.org)

### **Northern Ireland Hospice Care** **Phone: 028 9078 1836**

Provides specialist palliative care for adults and children with life-threatening and life-limiting conditions. Bereavement Care is also provided.

Address: Adults Hospice – 74 Somerton Road, Belfast, BT15 3LH

Telephone: [028 9078 1836](tel:02890781836)

Website: [www.nihospicecare.com](http://www.nihospicecare.com)

### **Northern Ireland Children's Hospice** **Phone: 028 9077 7635**

Provides specialist respite, symptom management and end of life palliative care to infants, children and young people living with life-limiting and life-threatening illnesses.

Address: Horizon House, 18 O'Neill Road, Newtownabbey, BT36 6WB

Telephone: [028 9077 7635](tel:02890777635)

### **PHAB (NI)** **Phone: 028 9050 4800**

Promoting integration through equality of opportunity and freedom of choice for people with and without disability.

## CARERS' SUPPORT AND VOLUNTARY ORGANISATIONS

Address: 3 Jennymount Business Park, North Derby Street, Belfast, BT15 3HN

Telephone: [028 9050 4800](tel:02890504800)

Website: [www.phabni.org](http://www.phabni.org)

Email: [info@phabni.org](mailto:info@phabni.org)

### Praxis Care

Phone: 028 9023 4555

Support for individuals with mental ill health, learning disabilities, autism and dementia.

Address: Praxis Care, 25-31 Lisburn Road, Belfast, BT9 7AA

Telephone: [028 9023 4555](tel:02890234555)

Website: [www.praxiscare.org](http://www.praxiscare.org)

Email: [info@praxiscare.org.uk](mailto:info@praxiscare.org.uk)

### Turn2us

Phone: 0808 802 2000

A national charity providing practical help to people who are struggling financially.

Telephone: [0808 802 2000](tel:08088022000)

Website: [www.turn2us.org.uk/](http://www.turn2us.org.uk/)

### Samaritans

Phone: 0330 094 5717

Samaritans is available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

Address: 5 Wellesley Avenue, Belfast, BT9 6DG

Telephone: [0330 094 5717](tel:03300945717)

Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

## COPING WITH DEATH

### Bereavement Counselling

Phone: 0808 808 1677

**Cruse Bereavement Care** offers a bereavement support service, including counselling, for people who have been bereaved.

Call the National Helpline on **0808 808 1677** (Mon-Fri, 9.30am to 5.00pm) or contact the Northern Ireland Regional Office on **028 9079 2419** (Mon-Fri, 9.00am to 5.00pm).

Website: [www.cruse.org.uk/northern-ireland](http://www.cruse.org.uk/northern-ireland)

Email: [northern.ireland@cruse.org.uk](mailto:northern.ireland@cruse.org.uk)

### Funeral Expenses Payment

Phone: 0800 085 2463

#### What is it?

A Funeral Expenses Payment is intended to help you pay for certain funeral costs if you are on a low income and you are the person responsible for arranging the funeral. It is non-taxable and recoverable from any money available from the deceased's estate.

For more information go to:

[www.nidirect.gov.uk/articles/funeral-expenses-payment](http://www.nidirect.gov.uk/articles/funeral-expenses-payment)

#### How to claim

##### Online

NI Direct: [www.nidirect.gov.uk/publications/funeral-expenses-payment-application-forms](http://www.nidirect.gov.uk/publications/funeral-expenses-payment-application-forms)

##### Telephone

Bereavement Service helpline: [0800 085 2463](tel:08000852463)

### Inheritance Tax

#### What is it?

Inheritance Tax is a tax on the estate (the property, money and possessions) of someone who's died. This applies to estates over £325,000.

Further information is available from GOV.UK:

[www.gov.uk/inheritance-tax](http://www.gov.uk/inheritance-tax)

### Making a Will

Phone: 0300 200 7898

#### What is it?

If you make a will you will be able to set out who you want to benefit from your property and possessions (your estate) after you die. If you die without a will, your assets may be distributed according to the law rather than your wishes.

## COPING WITH DEATH

If you are thinking about making a will, you may want to get help from a solicitor or a voluntary organisation.

Further information can be found at:

[www.nidirect.gov.uk/articles/making-will](http://www.nidirect.gov.uk/articles/making-will)

or

Telephone NI Direct: [0300 200 7898](tel:03002007898)

### Organ Donation

Phone: 0300 123 23 23

#### What is it?

Organ donation is the gift of an organ to help someone who needs a transplant. Kidneys, heart, liver, lungs, pancreas, small bowel, corneas, heart valves and bone can all be transplanted. Skin can be used to treat patients with severe burns.

For further information go to:

[www.organdonationni.info/homepage](http://www.organdonationni.info/homepage)

#### How to register

##### Online

Organ Donation NI: [www.organdonationni.info/register/online](http://www.organdonationni.info/register/online)

##### Telephone

Organ Donor Line: [0300 123 23 23](tel:03001232323)

## EDUCATION

### Statements

Phone: 028 9056 4000

#### What is it?

Children with special educational needs should be identified and assessed as early as possible and, if necessary, a statement prepared setting out the child's educational and non-educational needs.

For further information go to:

NI Direct: [www.nidirect.gov.uk/articles/special-educational-needs-statements](http://www.nidirect.gov.uk/articles/special-educational-needs-statements)

Education Authority: [www.eani.org.uk/parents/special-educational-needs-sen](http://www.eani.org.uk/parents/special-educational-needs-sen)

#### Contact details

Education Authority: [028 9056 4000](tel:02890564000)

### Educational Guidance Service for Adults (EGSA) Phone: 02890 244 274

#### What is it?

EGSA is a local, independent, not-for-profit, frontline service that aims to connect adults with learning. It has a network of local offices based across Northern Ireland through which it provides services to adult learners, learning advisers, providers, employers and anyone interested in improving access to learning for adults.

For further information go to:

[www.egsa.org.uk/](http://www.egsa.org.uk/)

#### Contact details

Telephone: [02890 244 274](tel:02890244274)

Email: [info@egsa.org.uk](mailto:info@egsa.org.uk)

### Further and Higher Education

Phone: 0300 200 7898

#### What is it?

Universities and Colleges of Further & Higher Education offer both academic and vocational studies in a number of facilities in Northern Ireland. Further and Higher Education in the Province is provided by three universities - The Queen's University of Belfast (QUB), the University of Ulster (UU) and the Open University (OU) in Ireland; two teacher training colleges - Stranmillis University College and St Mary's University College; six further education colleges; and an agri-food and land based college.

For further information go to:

NI Direct: [www.nidirect.gov.uk/articles/universities-and-colleges-northern-ireland](http://www.nidirect.gov.uk/articles/universities-and-colleges-northern-ireland)

or

Telephone NI Direct: [0300 200 7898](tel:03002007898)

# EDUCATION

**Careers Service**

**Phone: 0300 200 7820**

## **What is it?**

The Careers Service provides an impartial, all-age careers information, advice and guidance service, to help young people and adults make informed choices about their future career paths.

For further information go to:

NI Direct: [www.nidirect.gov.uk/campaigns/careers](http://www.nidirect.gov.uk/campaigns/careers)

## **Contact details**

### Online

NI Direct: [www.nidirect.gov.uk/services/chat-with-a-careers-adviser](http://www.nidirect.gov.uk/services/chat-with-a-careers-adviser)

### Telephone

Careers service helpline: [0300 200 7820](tel:03002007820)

or

Contact your local **Jobs & Benefits office**.

# EMPLOYMENT

## Leaving work to care for someone

Phone: 0300 200 7898

If you need to give up your job to care for someone because it's difficult to do both, it might be possible to change your working pattern and reduce your hours. Employers want to keep valuable staff. Talk to your employer about how they can help you stay in work. You might be able to work part-time, from home or job share. Although reduced hours would have an impact on your salary, you might think about combining work and caring as a solution.

For further information go to:

[www.nidirect.gov.uk/articles/leaving-work-care-someone](http://www.nidirect.gov.uk/articles/leaving-work-care-someone)

or

Telephone NI Direct: [0300 200 7898](tel:03002007898)

## Returning to Work

Phone: 0300 200 7898

If you decide to take on a full-time caring role and then want to go back to work in the future you will be able to find help and support.

For further information go to:

[www.nidirect.gov.uk/articles/carers-returning-work](http://www.nidirect.gov.uk/articles/carers-returning-work)

or

Telephone NI Direct: [0300 200 7898](tel:03002007898)

When you return to work after being on benefits, some of your benefits will carry on for a short while.

### **Universal Credit**

You may still be able to claim Universal Credit if you and/or your partner are employed. The amount you can get depends on your circumstances, including your income and how many children you have.

For further information go to:

[www.nidirect.gov.uk/articles/benefits-and-help-when-going-back-work](http://www.nidirect.gov.uk/articles/benefits-and-help-when-going-back-work)

or

Contact your local **Jobs & Benefits office**.

### **Help with Housing Costs**

If you were getting Support for Mortgage Interest while you were out of work, you may carry on getting this. This is if you have been getting income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Income Support for at least 26 weeks continuously before starting work. You may then continue to get Extended Payment of Housing Benefit or Mortgage Interest Run On for up to four weeks.

If you're on a low wage and your housing costs are below a certain level, you may continue to get Housing Benefit after this time.

# EMPLOYMENT

For further information go to:

[www.nidirect.gov.uk/articles/benefits-and-help-when-going-back-work](http://www.nidirect.gov.uk/articles/benefits-and-help-when-going-back-work)

## **Tax credits**

Tax credits have been replaced by Universal Credit for most people.

You can only make a new claim for tax credits if you: get the severe disability premium, or are entitled to it **or** got or were entitled to the severe disability premium in the last month, and you're still eligible for it.

For further information go to:

Tax Credits - [www.gov.uk/browse/benefits/tax-credits](http://www.gov.uk/browse/benefits/tax-credits)

Universal Credit - [www.nidirect.gov.uk/campaigns/universal-credit](http://www.nidirect.gov.uk/campaigns/universal-credit)

or

Contact your local **Jobs & Benefits office**.

## **Tax-Free Childcare**

If you're a working parent or self-employed with children under 12 (under 17 for children with disabilities) and earn under £100,000, you might be eligible for Tax-Free Childcare. You can open an online account to pay for approved childcare and for every £8.00 you pay in, the government adds £2.00 to your account.

For further information go to:

[www.nidirect.gov.uk/articles/help-paying-approved-childcare](http://www.nidirect.gov.uk/articles/help-paying-approved-childcare)

or

Contact your local **Jobs & Benefits office**.

## **Travel to Interview Scheme**

If you're unemployed, or under written notice of redundancy, the Travel to Interview Scheme can help you with the cost of travelling to job interviews in the UK, Northern Ireland and the Republic of Ireland.

For further information go to:

[www.nidirect.gov.uk/articles/travel-interview-scheme](http://www.nidirect.gov.uk/articles/travel-interview-scheme)

or

Contact your local **Jobs & Benefits office**.

**Work schemes and programmes**

**Phone: 0300 200 7898**

## **Access to Work**

Access to Work (NI) can help people with disabilities who wish to take up employment or who are in work and experience difficulty related to their disability. It is available to overcome the practical problems caused by disability and offers advice and help in a flexible way that can be tailored to suit the needs of an individual in a particular job or getting to and from work.

# EMPLOYMENT

For further information go to:

[www.nidirect.gov.uk/articles/access-work-practical-help-work](http://www.nidirect.gov.uk/articles/access-work-practical-help-work)

or

Telephone NI Direct: [0300 200 7898](tel:03002007898)

or

Contact your local **Jobs & Benefits office**.

## **Condition Management Programme**

The Condition Management Programme helps you manage your health condition to allow you to progress towards, move into and stay in employment. The programme is led by healthcare professionals, such as occupational therapists, physiotherapists and mental health nurses.

For further information go to:

[www.nidirect.gov.uk/articles/condition-management-programme](http://www.nidirect.gov.uk/articles/condition-management-programme)

or

Contact your local **Jobs & Benefits office**.

## **Workable (NI)**

Workable (NI) provides a flexible range of long term support to help people with disabilities, who have a lot of barriers to employment, to find and keep work.

For further information go to:

[www.nidirect.gov.uk/articles/workable-ni](http://www.nidirect.gov.uk/articles/workable-ni)

or

Contact your local **Jobs & Benefits office**.

## **Steps 2 Success**

If you're looking for work, the Steps 2 Success employment programme can help you prepare for, find and keep a job by offering a personalised service, tailored to meet your specific needs. The scheme is available to those in receipt of work-related benefits and lasts for 52 weeks. When taking part in the Steps 2 Success programme, you'll continue to receive your normal benefit entitlement. Help may also be available towards your cost of travel and childcare.

For further information go to:

[www.nidirect.gov.uk/articles/steps-2-success](http://www.nidirect.gov.uk/articles/steps-2-success)

or

Contact your local **Jobs & Benefits office**.

## EMPLOYMENT

### Labour Relations Agency

Phone: 03300 552 220

The Labour Relations Agency (LRA) is an independent body, established under the Industrial Relations (Northern Ireland) Order 1976, responsible for promoting the improvement of employment relations in Northern Ireland. The LRA provides an impartial and confidential employment relations service to those engaged in industry, commerce and the public services. The Agency is

also active in resolving disputes through its conciliation, mediation and arbitration services.

For further information go to:

[www.lra.org.uk](http://www.lra.org.uk)

or

Telephone: [03300 552 220](tel:03300552220)

Email: [info@lra.org.uk](mailto:info@lra.org.uk)

### Voluntary Work

Phone: 028 9023 2020

Volunteering is giving your time to help someone else or a cause you care about, simply because you want to and without expecting payment. In Northern Ireland volunteers make an important contribution to community life. You can do voluntary work at any age, even if it is just an hour or two a week. However, if you are receiving benefits you must tell the Jobs & Benefits Office about any changes in your circumstances including any voluntary work you do.

For further information go to:

Ni Direct - [www.nidirect.gov.uk/articles/becoming-volunteer](http://www.nidirect.gov.uk/articles/becoming-volunteer)

Volunteer Now - [www.volunteernow.co.uk/contact/](http://www.volunteernow.co.uk/contact/)

#### Contact details

##### Online

Volunteer Now: [info@volunteernow.co.uk](mailto:info@volunteernow.co.uk)

##### Telephone

Volunteer Now: [028 9023 2020](tel:02890232020)

## FAMILY

### Child Benefit

Phone: 0300 200 3100

#### What is it?

Child Benefit is a benefit paid for bringing up children and is paid for each child. It is non-taxable and not affected by income or savings. You can get Child Benefit if you are responsible for a child who lives with you. You could also get Child Benefit if the child lives with someone else, and that person is not claiming Child Benefit and you are contributing to the child's upkeep. Only one person can get Child Benefit and often it is the child's mother who claims.

For further information go to:

[www.gov.uk/browse/benefits/child](http://www.gov.uk/browse/benefits/child)

#### How to claim

##### Online

Gov.uk: [www.gov.uk/child-benefit](http://www.gov.uk/child-benefit)

##### Telephone

Child Benefit Office: [0300 200 3100](tel:03002003100)

Text phone: [0300 200 3103](tel:03002003103) (for deaf and hard of hearing users only).

### Family Fund

Phone: 01904 550055

#### What is it?

The Family Fund is the largest independent grant-giving organisation, helping families in the UK caring for a severely disabled child/children living at home. The Fund supports families through the provision of grants that relate to the need of their disabled child or young person – provided the family meets the Fund's grant-making criteria. Grants are discretionary and subject to funds being available.

For further information go to:

[www.familyfund.org.uk/](http://www.familyfund.org.uk/)

#### How to claim

##### Online

Family Fund: [www.familyfund.org.uk/FAQs/how-do-we-apply](http://www.familyfund.org.uk/FAQs/how-do-we-apply)

##### Telephone

Family Fund: [01904 550055](tel:01904550055)

### Maternity Allowance

Phone: 028 9082 3318

#### What is it?

Maternity Allowance is usually paid if you don't qualify for Statutory Maternity Pay. You can claim Maternity Allowance as soon as you have been pregnant

## FAMILY

for 26 weeks. Payments can start 11 weeks before your baby is due. For further information go to:

[www.nidirect.gov.uk/articles/maternity-allowance](http://www.nidirect.gov.uk/articles/maternity-allowance)

### How to claim

#### Online

Ni Direct: [www.nidirect.gov.uk/publications/maternity-allowance-form-ma1-guidance-notes-and-test-period-table](http://www.nidirect.gov.uk/publications/maternity-allowance-form-ma1-guidance-notes-and-test-period-table)

#### Telephone

Department for Communities - Maternity Allowance: [028 9082 3318](tel:02890823318)

or

Contact your local **Jobs & Benefits office**.

## Statutory Maternity Pay

### What is it?

Statutory Maternity Pay is paid to pregnant women by their employer in the same way that wages are paid. It is paid for up to 39 weeks and is subject to payment of National Insurance Contributions.

For further information go to:

[www.gov.uk/maternity-pay-leave/pay](http://www.gov.uk/maternity-pay-leave/pay)

### How to claim?

A woman must tell her employer at least 4 weeks (28 days) before she intends to stop work. When she gets her maternity certificate (form MAT B1) from her doctor or midwife, she should give it to her employer. Any delay may lose benefit.

## Sure Start Maternity Grant

Phone: 0800 022 4250

### What is it?

If you're on a low income and get certain benefits or tax credits, you could get a Sure Start Maternity Grant. This is a one-off, tax-free payment to help towards the cost of maternity and baby items.

A Sure Start Maternity Grant is £500 and you don't have to pay it back.

For further information go to:

[www.nidirect.gov.uk/articles/sure-start-maternity-grant](http://www.nidirect.gov.uk/articles/sure-start-maternity-grant)

### How to claim

#### Online

NI Direct: [www.nidirect.gov.uk/publications/sure-start-maternity-grant-form-sf100](http://www.nidirect.gov.uk/publications/sure-start-maternity-grant-form-sf100)

# FAMILY

## Telephone

Lisburn Jobs & Benefits office: [0800 022 4250](tel:08000224250)

## **Child Maintenance Service**

**Phone: 0800 232 1956**

### **What is it?**

Child maintenance is regular financial support that helps pay everyday living costs of bringing up a child when parents are separated. It's for children who are under 16 or under 20 and still in full-time education not higher than A-Level.

Child maintenance can help your child's well-being and the quality of family relationships. The parent who doesn't have the day-to-day care (the 'paying parent') pays child maintenance to the parent or person who does (the 'receiving parent').

When possible, you should make sure your child is looked after by having an effective maintenance arrangement in place. Both parents are legally responsible for the financial costs of bringing up their children, even parents who don't live with their children.

Separated parents can arrange child maintenance:

- privately through a family-based arrangement
- through a Consent Order from a court
- through the Child Maintenance Service (CMS).

For further information go to:

[www.nidirect.gov.uk/information-and-services/parenting-and-childcare/child-maintenance-service](http://www.nidirect.gov.uk/information-and-services/parenting-and-childcare/child-maintenance-service)

### **How to claim**

#### Telephone

Child Maintenance Choices: [0800 028 7439](tel:08000287439)

Text number: for a call back, text 'Choices' to [67300](tel:67300)

Text relay: [18001 0800 028 7439](tel:1800108000287439) (for people with speech and hearing impairments).

#### Email

Child Maintenance Choices: [cms\\_choices@nidirect.gsi.gov.uk](mailto:cms_choices@nidirect.gsi.gov.uk)

## HEALTH & WELLBEING

Caring for Yourself

Phone: 0300 555 0114

When you are caring for someone, it is important that you ensure that your own health does not suffer as a consequence. Acting as a carer can put a strain on your health, especially if you are also holding down a job outside the home. Make sure that your health and wellbeing needs are met by making time for yourself, eating healthily and exercising regularly when possible.

For further information go to:

Public Health Agency: [Take 5 Steps to Wellbeing](#)

Minding Your Head: [www.mindingyourhead.info](http://www.mindingyourhead.info)

NHS: [www.nhs.uk/oneyou/every-mind-matters/](http://www.nhs.uk/oneyou/every-mind-matters/)

### Incontinence

#### What is it?

Incontinence is the loss of bladder or bowel control which can affect up to 1 in 3 people in the UK at some stage of their lives. A broad range of conditions and disorders can cause incontinence, including neurological diseases, multiple sclerosis, poliomyelitis, infection, and degenerative changes associated with ageing.

For further information go to:

NHS: [www.nhs.uk/conditions/urinary-incontinence/](http://www.nhs.uk/conditions/urinary-incontinence/)

#### What can I do?

If you are caring for a family member or friend who is incontinent and would like some advice on how to help them, you can seek advice from the **Continence Advisor** in your local **Health and Social Services Trust**.

### Counselling

Most people feel worried or depressed at some time in their lives and it helps to have someone to talk to. If you find that your caring responsibilities are having an adverse effect on your state of mind, or are contributing to problems within your marriage or family circle, it can often help to speak to someone a trained counsellor who will help you to work through your concerns.

#### What do I do?

Speak to your GP in the first instance if you feel you would benefit from counselling services.

For online and telephone support see [Carers Support and Voluntary Organisations](#) section.

## HEALTH & WELLBEING

### Dealing with Medication

Increasingly, people in the community are relying on carers for support in many aspects of their lives, including managing their medicines. The need to provide support for patients and their carers in taking and administering medicines is now acknowledged.

For further information go to:

NHS: [www.nhs.uk/using-the-nhs/nhs-services/pharmacies/what-to-expect-from-your-pharmacy-team/](http://www.nhs.uk/using-the-nhs/nhs-services/pharmacies/what-to-expect-from-your-pharmacy-team/)

#### What do I do?

For assistance in dealing with medication for the person you are caring for, contact your local community pharmacy.

### Revitalise

Phone: 0303 303 0145

#### What is it?

Revitalise is a national charity providing respite care and holidays for disabled people and their carers. Its aim is to offer choice through an enabling environment whilst providing essential breaks for carers and inspirational opportunities for volunteers. There are 3 accessible holiday centres in the UK – Essex, Southampton and Southport.

For further information go to:

[www.revitalise.org.uk](http://www.revitalise.org.uk)

or

Telephone:

Revitalise: [0303 303 0145](tel:03033030145)

### Tourism for All

Phone: 0845 124 9971

#### What is it?

Tourism For All provides resources and information on all aspects of holidays and travel in the UK for disabled/older people and for families with a disabled child.

For further information go to:

[www.tourismforall.org.uk](http://www.tourismforall.org.uk)

or

Email:

[info@tourismforall.org.uk](mailto:info@tourismforall.org.uk)

Telephone

Tourism for All: [0845 124 9971](tel:08451249971)

# HOMES AND HOUSING

**Applying for Accommodation**

**Phone: 03448 920 900**

## **Is this for me?**

The Housing Executive and registered housing associations provide social rented housing in Northern Ireland. Each independent organisation can offer different services and all aim to provide good quality, affordable housing to people in housing need.

For further information go to:

[www.nihe.gov.uk/Housing-Help/Apply-for-a-home/How-to-apply-for-a-home](http://www.nihe.gov.uk/Housing-Help/Apply-for-a-home/How-to-apply-for-a-home)

## **How to apply**

### Online

Housing Executive: [www.nihe.gov.uk/Transactions/Apply-For-A-Home](http://www.nihe.gov.uk/Transactions/Apply-For-A-Home)

### Telephone

Housing Executive: [03448 920 900](tel:03448920900)

or

Contact your local **Housing Executive office**.

## **Disabled Facilities Grant**

### **What is it?**

The Housing Executive grant is intended to make the homes of a person with a disability more suitable for him/her to live in. Only work recommended by an Occupational Therapist can be considered. Up to £25,000 is available and the size of the grant awarded will depend on the cost of the work recommended by your Occupational Therapist and your financial circumstances. In certain circumstances the award may be increased up to a maximum of £50,000. Owner-occupiers, landlords or tenants, but not Housing Executive tenants, can get assistance to carry out adaptations.

Typical work may include:

- improve access to a bathroom, living room or bedroom
- install bathroom facilities
- adapt kitchen facilities to make preparing and cooking food easier
- adapt lighting and heating controls
- improve the heating system.

For further information go to:

[www.nihe.gov.uk/Housing-Help/Grants/Types-of-grants-available/Disabled-Facilities-Grant](http://www.nihe.gov.uk/Housing-Help/Grants/Types-of-grants-available/Disabled-Facilities-Grant)

## **How to apply**

Contact your local Duty Occupational Therapist at your Health and Social Care Trust who will initiate the process. Alternatively, your GP or Social Worker can refer you to your local Trust. NIHE will become involved in the process following a recommendation from an Occupational Therapist.

## HOMES AND HOUSING

### Disabled Person's Allowance (DPA)

Phone: 0300 200 7801

#### What is it?

Where a property has been suitably adapted or has additional features to accommodate a disabled person's special needs, you might be entitled to 25% discount in your rates. This allowance is not means tested. To apply, you don't need to provide information about your income and savings.

For further information go to:

[www.nidirect.gov.uk/disabled-persons-allowance](http://www.nidirect.gov.uk/disabled-persons-allowance)

#### How to apply

##### Online

NI Direct: [www.nidirect.gov.uk/publications/disabled-persons-allowance-application-form](http://www.nidirect.gov.uk/publications/disabled-persons-allowance-application-form)

##### Telephone

Land and Property Services: [0300 200 7801](tel:03002007801)

Text Relay: [18001 0300 200 7801](tel:1800103002007801)

### NI Energy Advice

Phone: 0800 111 4455

#### What is it?

NI Energy Advice offers free independent and impartial energy advice to domestic householders in Northern Ireland - including advice about energy grants and other sources of help.

For further information go to:

[www.nihe.gov.uk/Community/NI-Energy-Advice](http://www.nihe.gov.uk/Community/NI-Energy-Advice)

#### How to apply

##### Online

NI Housing Executive: [www.nihe.gov.uk/Energy/Energy-Query](http://www.nihe.gov.uk/Energy/Energy-Query)

##### Telephone

NI Housing Executive: [0800 111 4455](tel:08001114455)

### Home Improvement Grants

Phone: 03448 920 900

#### What is it?

Homeowners can get repair and improvement grants from the Housing Executive in certain circumstances. Applications are open to the Disabled Facilities Grant scheme and Mandatory Repair Grants scheme. Renovation, replacement and repair grants are only available in exceptional circumstances to homeowners.

## HOMES AND HOUSING

For further information go to:

NI Direct: [www.nidirect.gov.uk/articles/getting-help-home-improvement-costs](http://www.nidirect.gov.uk/articles/getting-help-home-improvement-costs)

NI Housing Executive: [www.nihe.gov.uk/Housing-Help/Grants](http://www.nihe.gov.uk/Housing-Help/Grants)

### How to apply

#### Telephone

Housing Executive: [03448 920 900](tel:03448920900)

or

Contact your local **Housing Executive office**.

### Critical Care Register

#### What is it?

If you or someone in your home is dependent on a water supply or electrical equipment for daily care then you can sign up to a Care Register, offered by both Northern Ireland Electricity (NIE) and Northern Ireland Water (NI Water).

If you have a cut in supply, having someone on the register means that contact details are prioritised by the relevant service supplier. They will also contact you ahead of any planned outages advising of the planned length of time that you may be affected in supply in order to allow you enough time to make alternative arrangements.

This service is of particular benefit for individuals who rely on medical equipment such as oxygen concentrators, home dialysis machines and vital signs monitoring equipment.

For further information go to:

NIE: [www.nienetworks.co.uk/help-advice/vulnerable-customers/critical-care-register](http://www.nienetworks.co.uk/help-advice/vulnerable-customers/critical-care-register)

NI Water: [www.niwater.com/customer-care-register.aspx](http://www.niwater.com/customer-care-register.aspx)

#### How to register

##### Online

NIE: [www.nienetworks.co.uk/help-advice/vulnerable-customers/critical-care-register/critical-care-register](http://www.nienetworks.co.uk/help-advice/vulnerable-customers/critical-care-register/critical-care-register)

NI Water: [www.niwater.com/customer-care-register.aspx#ccr-form](http://www.niwater.com/customer-care-register.aspx#ccr-form)

##### Telephone

NIE: [03457 643 643](tel:03457643643)

NI Water: [03457 440 088](tel:03457440088)

## HOMES AND HOUSING

**Age NI Personal Alarm Service**

**Phone: 0800 085 8611**

### **What is it?**

The Age NI Personal Alarm Service gives users the freedom to live independently in their own home, safe in the knowledge that if there is an accident or they have a fall, they can get help quickly. At the touch of a button friends or family can be alerted 24 hours a day, 7 days a week.

For further information go to:

[www.ageni.org/pages/faqs/category/personalalarms](http://www.ageni.org/pages/faqs/category/personalalarms)

### **How to order**

Online

Age NI: [www.ppptakingcare.co.uk/ageuk-personal-alarm/order/package-selection](http://www.ppptakingcare.co.uk/ageuk-personal-alarm/order/package-selection)

Telephone

Age NI: [0800 085 8611](tel:08000858611)

**Sheltered Housing**

**Phone: 028 90245640**

### **What is it?**

Sheltered housing allows you the independence of your own space and the comfort of knowing someone is there to provide help and support if you need it. It's often provided by housing associations, but can also be Housing Executive housing. Sheltered housing units are often reserved for people aged 55 and over.

You'll have a certain amount of care provided if you live in a sheltered housing unit, but you'll usually be left to do your own cooking and housework if you are able. If you need extra help managing your day to day tasks, you can usually get this through Social Services.

Some sheltered housing units provide more care to residents than others. These units are known as extra-care housing or very sheltered housing. Extra care housing is often reserved for people who are particularly frail, have a disability or have mental ill health. Meals and help with housework are generally included as part of the care in these units.

For further information go to:

Housing Rights: [www.housingadviceni.org/sheltered-and-supported-housing](http://www.housingadviceni.org/sheltered-and-supported-housing)

or

Telephone: [028 90245640](tel:02890245640)

Text phone: [028 9026 7927](tel:02890267927) (for deaf and hard of hearing users only).

## HOMES AND HOUSING

### TV Licence Concession

Phone: 0300 790 6071

#### What is it?

If you are registered blind then you are entitled to a 50% discount off your TV Licence fee. Those who live in qualifying residential care and are disabled or over 60 and retired may qualify for a concessionary licence. From 1 August 2020 anyone aged 75 or over receiving Pension Credit will be eligible to apply for a free TV Licence, paid for by the BBC.

For further information go to:

TV Licencing: [www.tvlicensing.co.uk/faqs/FAQ101](http://www.tvlicensing.co.uk/faqs/FAQ101)

or

Telephone: [0300 790 6071](tel:03007906071)

### Winter Fuel Payments

Phone: 0800 731 0160

#### What is it?

If you were born on or before 5 October 1954, you may get a winter fuel payment to help pay for keeping warm over the winter. Winter Fuel Payment is not means tested, you can get it if you're working or claiming a benefit.

You may still be able to get Cold Weather Payment, even if you do not qualify for Winter Fuel Payment.

For further information go to:

[www.nidirect.gov.uk/articles/winter-fuel-payment](http://www.nidirect.gov.uk/articles/winter-fuel-payment)

#### How to apply

##### Online

NI Direct: [www.nidirect.gov.uk/articles/making-claim-winter-fuel-payment](http://www.nidirect.gov.uk/articles/making-claim-winter-fuel-payment)

##### Telephone

Winter Fuel Payment Centre: [0800 731 0160](tel:08007310160)

Text phone: [0800 731 0464](tel:08007310464) (for deaf and hard of hearing users only).

## LEGAL ADVICE AND LEGISLATION

### Carers and Direct Payments Act

#### What is it?

The Carers and Direct Payments (Northern Ireland) Act 2002 gives carers a legal right to an assessment for services in his or her own right. Provision is also made within the Act for the extension of Direct Payments to carers, which will give carers more flexibility, allowing them to make arrangements with service providers of their choice. Carers Assessments and Direct Payments are administered by Health and Social Care Trusts.

For further information on the Carers and Direct Payments Act go to:

[www.legislation.gov.uk/nia/2002/6/contents](http://www.legislation.gov.uk/nia/2002/6/contents)

### Advice NI

Phone: 028 9064 5919

#### What is it?

Advice NI offer information, advice, advocacy and representation on: Debt and Money, Tax and Benefits, Welfare Changes, EU Settlement Scheme and Business Debt. Advice NI work with older people supporting them to access their rights and entitlements online and offer a wide range of award winning training, online and face-to-face, accredited and non-accredited.

For further information go to:

[www.adviceni.net/advice](http://www.adviceni.net/advice)

or

Telephone: [028 9064 5919](tel:02890645919)

### The Consumer Council

Phone: 028 9025 1600

#### What is it?

The Consumer Council provides free, independent support and advice for all consumers and businesses in Northern Ireland. The Council can investigate complaints about energy, water, transport and postal services if you are unable to resolve them with the company concerned.

We have specific statutory duties in relation to energy, postal services, transport, and water and sewerage. These include considering consumer complaints and enquiries, carrying out research and educating and informing consumers.

For further information go to:

[www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

or

Telephone: [028 9025 1600](tel:02890251600)

Or

Email: [info@consumercouncil.org.uk](mailto:info@consumercouncil.org.uk)

## LEGAL ADVICE AND LEGISLATION

### Legal Aid

Phone: 028 9023 1614

#### What is it?

Legal aid is help for people who can't afford to pay for legal advice or representation in court by a solicitor or barrister. There are three different schemes that pay legal aid for people needing legal advice and representation if a case goes to court: advice and assistance, civil legal aid and criminal legal aid.

For further information go to:

NI Direct: [www.nidirect.gov.uk/articles/legal-aid-schemes](http://www.nidirect.gov.uk/articles/legal-aid-schemes)

Department of Justice: [www.justice-ni.gov.uk/topics/legal-aid/members-public](http://www.justice-ni.gov.uk/topics/legal-aid/members-public)

#### How to apply

All applications for legal aid should be made by a solicitor. A solicitor can advise you if you would qualify for legal aid when they know the circumstances in your case. If you don't have a solicitor, check the Law Society's list of solicitors:

[www.lawsoc-ni.org/solicitors](http://www.lawsoc-ni.org/solicitors)

#### Telephone

The Law Society: [028 9023 1614](tel:02890231614)

### Law Centre Northern Ireland

Phone: 028 9024 4401

#### What is it?

The Law Centre (NI) is a not for profit agency providing expert legal services in social security, employment, immigration and asylum to people who live or work in Northern Ireland.

Legal assistance services include:

- Advice lines
- Representation in tribunals (Social Security Tribunal, Industrial Tribunals, Asylum and Immigration Tribunal)
- Representation before the Social Security Commissioner on legally complex social security issues
- Representation before the higher courts on points of law.

For further information go to:

[www.lawcentreni.org/](http://www.lawcentreni.org/)

or

Telephone: [028 9024 4401](tel:02890244401)

or

Email: [admin@lawcentreni.org](mailto:admin@lawcentreni.org)

## LEGAL ADVICE AND LEGISLATION

Power of Attorney

Phone: 0300 200 7812

### What is it?

A Power of Attorney enables you to choose a person/or persons (called an *attorney*) to deal with your property and affairs. Whereas a Power of Attorney ceases in the event of you becoming mentally incapable of managing your affairs, an Enduring Power of Attorney will continue. It is important to remember that mental incapacity can happen to anybody at any time e.g. by accident or through illness.

You can grant the power at any time provided you are over 18 years of age and mentally capable of understanding what the Enduring Power of Attorney is.

For further information go to:

[www.justice-ni.gov.uk/articles/information-enduring-powers-attorney-epa](http://www.justice-ni.gov.uk/articles/information-enduring-powers-attorney-epa)

or

Telephone: [0300 200 7812](tel:03002007812)

## SOCIAL SERVICES

### Aids & Equipment

Phone: 0300 200 7898

#### What is it?

Social Services can provide equipment and adaptations to make daily life easier at home. They will provide such things as tap turners, raised toilet seats and hoists for bath and beds. An occupational therapist will visit the user to assess his/her needs.

For further information go to:

[www.nidirect.gov.uk/articles/equipment-use-about-home](http://www.nidirect.gov.uk/articles/equipment-use-about-home)

or

Telephone NI Direct: [0300 200 7898](tel:03002007898)

#### How to apply

Contact your local **Health and Social Care Trust** and/or **Occupational Therapist** to request an assessment.

### Carer's Assessment

Phone: 0300 200 7898

#### What is it?

If you provide a regular and significant amount of care for someone, you are entitled to a Carer's Assessment from your Health and Social Care Trust. A Carer's Assessment means social services will look at your situation and see if you are entitled to any services that could make your caring role easier for you. At the assessment with the social worker, you can talk about the impact your caring role has on you and ask about services the Trust could provide to help you.

For further information go to:

NI Direct: [www.nidirect.gov.uk/articles/assessments-carers](http://www.nidirect.gov.uk/articles/assessments-carers)

or

Telephone NI Direct: [0300 200 7898](tel:03002007898)

#### How to apply

Contact your local **Health and Social Care Trust** and/or **Care Co-ordinator** to request a Carer's Assessment.

### Community Support

#### What is it?

Community Health and Social care Trusts can provide a range of services and support to people with disabilities and their carers, such as Meals on Wheels, Home Help, Intensive Domiciliary Support, Short Term Care, Day Care, Rehabilitation Services and Respite Care. Some services may incur a charge, however others may be free.

## SOCIAL SERVICES

For further information contact your local **Health and Social Care Trust**.

### Complaints

Phone: 0800 917 0222

If you are unhappy with the treatment you receive from the health and social care service in Northern Ireland, the quality of care provided by a nursing home or treatment you have paid for at a private clinic, you have the right to raise a concern or raise a complaint.

For further information go to:

NI Direct: [www.nidirect.gov.uk/articles/raising-concern-or-making-complaint-about-health-services](http://www.nidirect.gov.uk/articles/raising-concern-or-making-complaint-about-health-services)

Patient and Client Council: [patientclientcouncil.hscni.net/](http://patientclientcouncil.hscni.net/)

#### What to do

Health and Social Care Trust Complaints Managers can provide you with help and information on how to raise a concern or make a complaint about health and social care services provided by the Trust or commissioned by the Trust from regulated establishments and agencies or independent healthcare providers.

The Health and Social Care (HSC) Board's Complaints Manager can provide you with help about Family Practitioner Services.

The Patient and Client Council (PCC) offer a free phone support service in order to support the public with questions, concerns or complaints they may have within their health and social care.

#### Telephone

Patient and Client Council: [0800 917 0222](tel:08009170222)

#### Email

Patient and Client Council: [info.pcc@pcc-ni.net](mailto:info.pcc@pcc-ni.net)

### Home Services

#### What is it?

If you have difficulties getting out of the house you can access health services to the home such as dental services, prescriptions and vision care.

#### What to do

Contact your Dentist, Pharmacist or Optician to arrange for them to visit you in your home.

## SOCIAL SERVICES

**Wheelchair Loan**

**Phone: 0300 200 7898**

### **What is it?**

If you need a wheelchair, the Department of Health's Wheelchair Service may provide one. An assessment of your needs is carried out by an Occupational Therapist who will recommend the wheelchair that best meets your needs.

The British Red Cross also offers wheelchair hire on a short-term basis.

For further information go to:

NI Direct: [www.nidirect.gov.uk/articles/equipment-people-disabilities](http://www.nidirect.gov.uk/articles/equipment-people-disabilities)

British Red Cross: [www.redcross.org.uk/get-help/borrow-a-wheelchair](http://www.redcross.org.uk/get-help/borrow-a-wheelchair)

### **What to do**

Contact your local **Health and Social Care Trust's Occupational Therapy Department** to carry out an assessment of your needs

or

Telephone

British Red Cross: [0344 871 1111](tel:03448711111)

## TAX AND PENSIONS

### Blind Person's Allowance (BPA)

Phone: 0300 200 3301

#### What is it?

Blind Person's Allowance is an extra amount of tax-free allowance, meaning you can earn more before you start paying Income Tax. You can claim Blind Person's Allowance if both of the following apply:

- you cannot do work for which eyesight is essential
- you have a certificate that says you're blind or severely sight impaired (or a similar document from your doctor).

For further information go to:

[www.gov.uk/blind-persons-allowance](http://www.gov.uk/blind-persons-allowance)

#### How to claim

Telephone

HMRC: [0300 200 3301](tel:03002003301)

### Carer's Credit

Phone: 0800 587 0912

#### What is it?

Carer's Credit is a weekly Class 3 National Insurance credit for carers which will protect your future entitlement to State Pension and bereavement benefits. Carer's Credit can also help if your spouse or civil partner needs to claim bereavement benefits.

You will already be getting Carer's Credit if you get Carer's Allowance or Child Benefit for a child under the age of 12.

For further information go to:

[www.nidirect.gov.uk/articles/carers-credit-0](http://www.nidirect.gov.uk/articles/carers-credit-0)

#### How to claim

Online

NI Direct: [www.nidirect.gov.uk/publications/carers-credit-claim-form-cci-guidance-notes-and-care-certificate](http://www.nidirect.gov.uk/publications/carers-credit-claim-form-cci-guidance-notes-and-care-certificate)

Telephone

Disability and Carers Service: [0800 587 0912](tel:08005870912)

Text phone: [0800 012 1574](tel:08000121574) (for people with speech and hearing impairments)

### Tax Credits

#### What is it?

Tax credits have been replaced by Universal Credit for most people.

For further information see Tax Credits on page 26 or Universal Credits on page 7.

## TAX AND PENSIONS

### Over 80 Pension

Phone: 0800 587 0892

#### What is it?

The Over 80 Pension is a state pension for people aged 80 or over who have little or no State Pension. It's not based on National Insurance contributions.

You are not eligible for the over 80 Pension if you reached State Pension age on or after 6 April 2016.

For further information go to:

[www.nidirect.gov.uk/articles/over-80-pension](http://www.nidirect.gov.uk/articles/over-80-pension)

#### How to claim

##### Telephone

Northern Ireland Pension Centre: [0800 587 0892](tel:08005870892)

Text phone: [0808 100 2198](tel:08081002198) (for people with speech and hearing impairments)

##### Email

Northern Ireland Pension Centre: [pensionservice@nissa.gsi.gov.uk](mailto:pensionservice@nissa.gsi.gov.uk)

or

Contact your local **Jobs & Benefits office**.

### Pensions Advisory Service

Phone: 0800 011 3797

#### What is it?

The Pensions Advisory Service are an independent non-profit organisation that provides free information, advice and guidance on the whole spectrum of pensions, including state, company, personal and stakeholder schemes.

For further information go to:

[www.pensionsadvisoryservice.org.uk/](http://www.pensionsadvisoryservice.org.uk/)

#### Contact details

##### Online

The Pensions Advisory Service:

[www.pensionsadvisoryservice.org.uk/contacting-us/online-enquiry-form](http://www.pensionsadvisoryservice.org.uk/contacting-us/online-enquiry-form)

##### Telephone

The Pensions Advisory Service: [0800 011 3797](tel:08000113797)

### Pension Credit

Phone: 0800 587 0892

#### What is it?

Pension Credit is an income-related benefit made up of two elements - Guarantee Credit and Savings Credit. Guarantee Credit tops up your weekly income if it's below a certain amount whereas Savings Credit is an extra

## TAX AND PENSIONS

payment for people who saved some money towards their retirement, for example a pension.

For further information go to:

[www.nidirect.gov.uk/articles/understanding-pension-credit](http://www.nidirect.gov.uk/articles/understanding-pension-credit)

### How to claim

#### Online

NI Direct: [www.nidirect.gov.uk/node/13614](http://www.nidirect.gov.uk/node/13614)

#### Telephone

Northern Ireland Pension Centre: [0800 587 0892](tel:08005870892)

Text phone: [0808 100 2198](tel:08081002198) (for people with speech and hearing impairments)

### State Pension

Phone: 0808 100 2658

#### What is it?

The new State Pension was introduced on 6 April 2016. You can still receive it if you have other income like a personal or workplace pension.

You won't get your State Pension automatically - you have to claim it.

For further information go to:

[www.nidirect.gov.uk/articles/understanding-and-qualifying-new-state-pension](http://www.nidirect.gov.uk/articles/understanding-and-qualifying-new-state-pension)

#### How to claim

You should receive an invitation to claim at least two months before your State Pension age.

#### Online

NI Direct: [www.nidirect.gov.uk/services/get-your-state-pension](http://www.nidirect.gov.uk/services/get-your-state-pension)

#### Telephone

Northern Ireland Pension Centre: [0808 100 2658](tel:08081002658)

Text phone: [0808 100 2198](tel:08081002198) (for people with speech and hearing impairments)

### War Pensions

Phone: 028 9032 7881

#### What are they?

There are two main types of War Pension – War Disablement Pension and War Widows/Widowers Pension. There are also other allowances that you may be entitled to.

For further information go to:

War Widow(er) Pension GOV.UK: [www.gov.uk/guidance/war-pension-scheme-war-widows-or-war-widowers-pension](http://www.gov.uk/guidance/war-pension-scheme-war-widows-or-war-widowers-pension)

GOV.UK: [www.gov.uk/guidance/war-pension-scheme-wps](http://www.gov.uk/guidance/war-pension-scheme-wps)

Veterans UK: [www.gov.uk/government/organisations/veterans-uk](http://www.gov.uk/government/organisations/veterans-uk)

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or

Telephone

War Pensions Welfare Service: [028 9032 7881](tel:02890327881)

Veterans UK: [0808 1914 218](tel:08081914218)

# TRANSPORT AND TRAVEL

## Access to Public Transport

Phone: 028 9066 6630

### What is it?

If you're 60 or over, or you have a disability, you may be entitled to concessionary travel on bus and railway journeys within Northern Ireland. Translink and some other transport operators also offer half fare travel for children and young people up until 30 June following their 16th birthday.

Senior citizens resident in Northern Ireland can get all Ireland free travel at the age of 65.

For further information go to:

[www.nidirect.gov.uk/articles/free-and-concessionary-bus-and-rail-travel](http://www.nidirect.gov.uk/articles/free-and-concessionary-bus-and-rail-travel)

### How to apply

To be eligible for any concession, you must apply for and receive a concessionary travel card, called a SmartPass.

#### Online

Translink email: [smartpass@translink.co.uk](mailto:smartpass@translink.co.uk)

#### Telephone

Translink: [028 9066 6630](tel:02890666630)

Text phone: [18001 9066 6630](tel:1800190666630) (for deaf and hard of hearing users only).

## Half Fare SmartPass

Phone: 028 9066 6630

### What is it?

You may be eligible for a half fare concessionary travel pass if you receive either the higher or lower rate mobility component of Disability Living Allowance (DLA). A Half Fare SmartPass will entitle you to 50% off the standard adult single fare on scheduled bus and rail services operating within Northern Ireland.

For further information go to:

[www.nidirect.gov.uk/articles/half-fare-smartpass-disability-living-allowance](http://www.nidirect.gov.uk/articles/half-fare-smartpass-disability-living-allowance)

### How to apply

#### Online

Translink email: [smartpass@translink.co.uk](mailto:smartpass@translink.co.uk)

#### Telephone

Translink: [028 9066 6630](tel:02890666630)

Text phone: [18001 9066 6630](tel:1800190666630) (for deaf and hard of hearing users only)

or

By visiting your local Translink bus or rail station.

## TRANSPORT AND TRAVEL

### Blind Person's Smartpass

Phone: 028 9054 0712

#### What is it?

A person who is registered blind and living in Northern Ireland is entitled to free travel on scheduled local and cross border bus and train services on presentation of a Blind Person's Smart Pass.

For further information go to:

[www.nidirect.gov.uk/articles/blind-smartpass](http://www.nidirect.gov.uk/articles/blind-smartpass)

#### How to apply

If you are already registered blind, you can get an application form from the Sensory Support Team at your local **Health and Social Care Trust**.

#### Online

Department for Infrastructure email: [smartpass@infrastructure-ni.gov.uk](mailto:smartpass@infrastructure-ni.gov.uk)

#### Telephone

Department for Infrastructure: [028 9054 0712](tel:02890540712)

Text phone: [028 9054 0642](tel:02890540642) (for deaf and hard of hearing users only).

### Concessions for Assistance Dogs

On all ferry services, assistance dogs can travel free of charge.

### War Disablement SmartPass

Phone: 028 9066 6630

#### What is it?

If you receive a regular War Disablement Pension or Guaranteed Income Payment from the Service Personnel and Veterans Agency and permanently reside in Northern Ireland you may be eligible for a War Disablement SmartPass which offers free fares on public transport.

For further information go to:

[www.nidirect.gov.uk/articles/war-disablement-smartpass](http://www.nidirect.gov.uk/articles/war-disablement-smartpass)

#### How to apply

##### Online

Translink email: [smartpass@translink.co.uk](mailto:smartpass@translink.co.uk)

##### Telephone

Translink: [028 9066 6630](tel:02890666630)

Text phone: [18001 9066 6630](tel:1800190666630) (for deaf and hard of hearing users only).

## TRANSPORT AND TRAVEL

### Motability Scheme

Phone: 0300 456 4566

#### What is it?

Motability is a national charity that runs the Motability Scheme. The Motability Scheme enables anyone in receipt of a higher rate mobility allowance (such as the Enhanced Rate of the Mobility Component of Personal Independence Payment or the Higher Rate Mobility Component of Disability Living Allowance) to use their mobility allowance to lease a car, scooter, powered wheelchair or Wheelchair Accessible Vehicle.

For further information go to:

[www.motability.co.uk/about/how-the-scheme-works/](http://www.motability.co.uk/about/how-the-scheme-works/)

#### How to apply

##### Telephone

Mobility: [0300 456 4566](tel:03004564566)

Minicom: [0300 037 0100](tel:03000370100)

### Shopmobility

Phone: 0300 10 20 150

#### What is it?

Shopmobility schemes hire out or lend manual wheelchairs, powered wheelchairs and powered scooters to anyone who needs help with mobility to get around. You do not need to be registered disabled or have a blue badge to use the equipment.

Shopmobility centres are usually located in a town centre or shopping centre, enabling people to go shopping and to visit leisure and commercial facilities.

For further information go to:

[www.shopmobilityni.org](http://www.shopmobilityni.org)

#### Contact:

##### Online

Shop Mobility email: [info@shopmobilitybelfast.co.uk](mailto:info@shopmobilitybelfast.co.uk)

##### Telephone

Shop Mobility: [0300 10 20 150](tel:03001020150)

### Blue Badge Scheme

Phone: 0300 200 7818

#### What is it?

The Blue Badge Scheme enables people with disabilities to park closely to their destination. The badge is issued to the individual not the vehicle and is to be used only by the individual either as a driver or passenger.

For further information go to:

[www.nidirect.gov.uk/articles/blue-badge-eligibility-criteria](http://www.nidirect.gov.uk/articles/blue-badge-eligibility-criteria)

# TRANSPORT AND TRAVEL

## How to apply

### Online

NI Direct: [www.nidirect.gov.uk/articles/apply-or-renew-blue-badge](http://www.nidirect.gov.uk/articles/apply-or-renew-blue-badge)

Department for Infrastructure email: [bluebadges@infrastructure-ni.gov.uk](mailto:bluebadges@infrastructure-ni.gov.uk)

### Telephone

Department for Infrastructure: [0300 200 7818](tel:03002007818)

## Vehicle Tax Exemption or Reduction

### What is it?

If you are disabled you may be exempt from paying vehicle tax or receive a 50% reduction in vehicle tax.

For further information go to:

[www.gov.uk/financial-help-disabled/vehicles-and-transport](http://www.gov.uk/financial-help-disabled/vehicles-and-transport)

### How to apply

You claim the exemption when you apply for vehicle tax. If you're claiming for a vehicle for the first time, you have to claim at a **Post Office**. You must do this every time you change your vehicle.

## Community Transport Association

Phone: 0345 130 6195

### What is it?

The Community Transport Association (CTA) is a national charity that represents and supports providers of community transport. Community transport is about providing flexible and accessible community-led solutions in response to unmet local transport needs, and often represents the only means of transport for many vulnerable and isolated people, often older people or people with disabilities.

For further information go to:

[ctauk.org/](http://ctauk.org/)

### Contact details

#### Online

Email: [advice@ctauk.org](mailto:advice@ctauk.org)

#### Telephone

CTA Advice Line: [0345 130 6195](tel:03451306195)

## TRANSPORT AND TRAVEL

**IMTAC**

**Phone: 028 9072 6020**

### **What is it?**

The Inclusive Mobility and Transport Advisory Committee (Imtac) is a committee of disabled people and older people as well as others including key transport professionals. The role of the Committee is to advise Government and others in Northern Ireland on issues that affect the mobility of older people and disabled people.

For further information go to:

[www.imtac.org.uk/](http://www.imtac.org.uk/)

### **Contact**

#### Online

imtac email: [Info@imtac.org.uk](mailto:Info@imtac.org.uk)

#### Telephone

imtac: [028 9072 6020](tel:02890726020)

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