

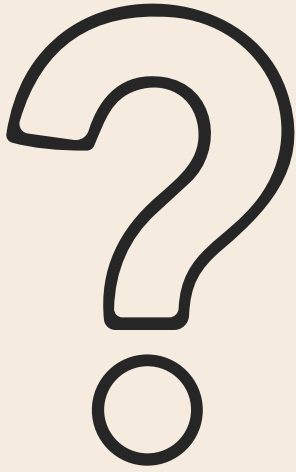
GRAE*ae*

T H E A T R E C O M P A N Y

Visual Guide

Access to Work Claims Process

What is an Access to Work Claim?



Access to Work is a programme that helps people who are **Deaf, Disabled, neurodivergent,** or are experiencing a **mental health** condition to **access work.**



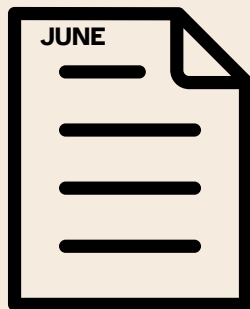
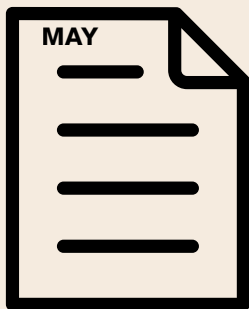
An **Access to Work Claim** is when you send an **invoice** or **receipt** to **get your money** back from your **grant.**

What is an Access to Work Claim?

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Access to Work will only make a **payment** for **support received** in the last **nine months**.



You should do a **new claim** for **each month**.

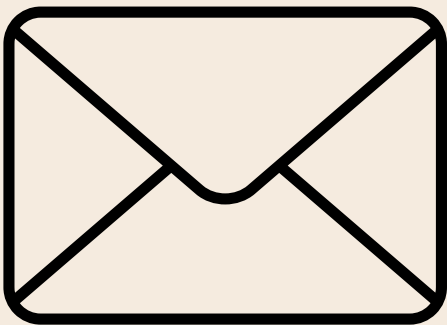
Do not put **multiple months** on a single claim.

What is an Access to Work Claim?



To **claim money** from your **grant**, you can make a **claim** on the **online portal**.

You need to **register** with a **OneGov account** to do this.



You can also make a **claim** **by post**.

Access to Work will send you a **claim form**, or you can **download** one from their **website**.

How to claim for a support worker

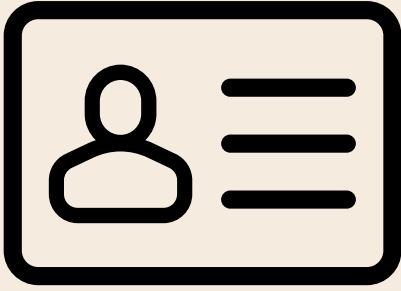


To **claim money** from your grant, you will need to provide your **support worker's invoice**.



You should also include your **support worker's travel and expenses receipts** if they are **allowed** in your **grant**.

The Invoice Should Include

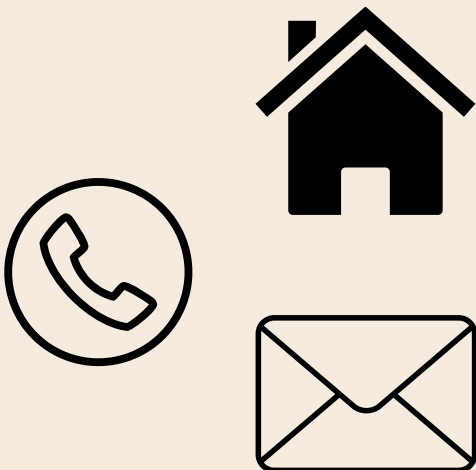


The support worker's **full name**.



The support worker's **unique tax reference number**.

This is a **number** that all **self-employed people** are given by the **government** for **tax reasons**.



The support worker's **home address**, **email address**, and **phone number**.

The Invoice Should Include



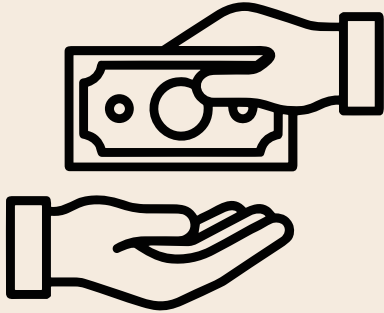
Information about the **support** that was **provided**:

- This includes the **date and time** support was given.
- Support **worker's fee** for each session.
- **Description of the support** that was provided. An **example** might be **BSL interpretation** or **note-taking**.



Bank details for the **individual** or **company** who will be **receiving the money** from your grant.

How to claim for a support worker

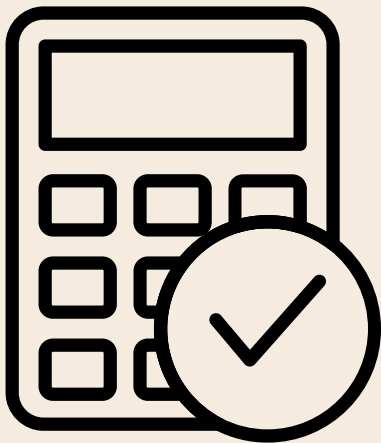


Access to Work will only pay for the **amount** that was **stated** in your grant.



For **example**, your **grant might say** that you can **only pay** your support worker **minimum wage**, which is £12.21 per hour.

Your **support worker's fee** might be **more** than that.



When you **submit their invoice**, you will need to **work out how much you can claim back**.

This will be your **total claim amount**.

How to claim for travel expenses

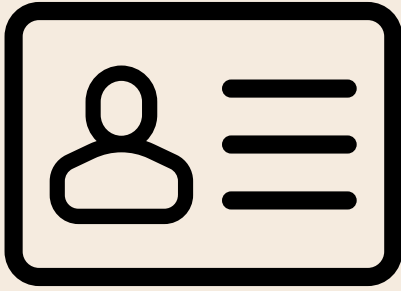


To **claim money** from your grant, you will need to provide your **receipts** and **invoices** for **taxi** and **car journeys**.

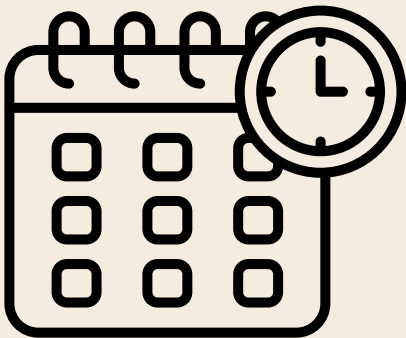


Bank details for the **individual** or **company** who will be **receiving the money** from your grant.

The Invoice Should Include



The **taxi company's name** and **address**.



The **date** and **time** of the **journey**.



The full **pick-up address**, including **postcode**

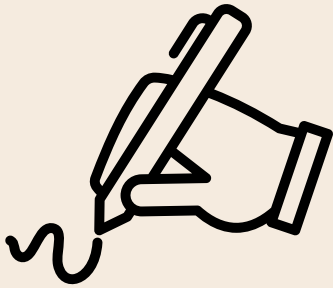


The full **drop-off address**, including **postcode**

The Invoice Should Include



The **overall cost** of the **journey**.



Driver's signature or **details** if you are using **Uber** or a **similar taxi** company.



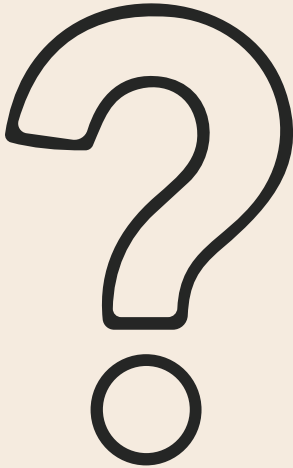
If you are using a **minicab service**, Access to Work will accept a **clear scan** or **photo** of a **receipt** that includes the following:

- **Date and Time** of the journey
- **Drop-off postcode**
- **Cost** of the journey
- **Name, company logo,** and **driver's signature,** if possible

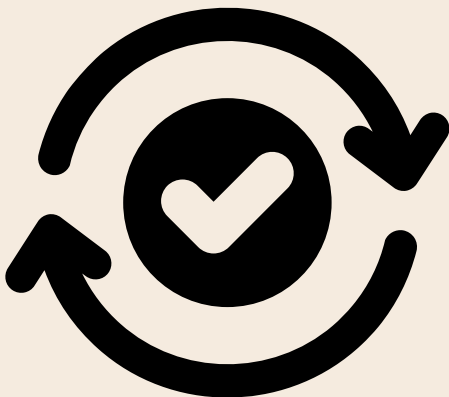
After you submit a claim



If your **claim** is **correct**, **Access to Work** will aim to make a **payment** within **20 days**.



If **Access to Work** has a **query about your claim**, they will contact **you** and **ask you for more information**.



If you **are contacted** about your claim, you will need to **resubmit** the claim with **updated information**.