

A list of organisations and services that can give information, advice and practical support to help you apply for, stay in, or return to work

## Organisations/Services








### The Brain Tumour Charity - website and Information and Support Line

Provides a set of online *Employment resources* to help answer your questions and concerns about applying to, staying in or returning to work after a diagnosis of a brain tumour. They are designed to be used by the employee and employer together.

Our Information and Support Line offers a confidential way to ask questions or raise concerns about any aspect of living with a brain tumour, or supporting someone with a brain tumour, including workplace issues.

#### Contact:

-  [thebraintumourcharity.org/get-support](https://thebraintumourcharity.org/get-support)  
Factsheet: [thebraintumourcharity.org/financial-support](https://thebraintumourcharity.org/financial-support)
-  **Live chat:** Available on the Understanding brain tumours and Get support pages of our website
-  **Facebook groups:** Our closed Facebook groups are a great place to exchange knowledge and share personal experiences: [bit.ly/FBSupportGroups](https://bit.ly/FBSupportGroups)
-  0808 800 0004 Monday - Friday, 9.00am – 5.00pm  
**Benefits clinic:** 0808 800 0004 9:30am - 4:00pm
-  [support@thebraintumourcharity.org](mailto:support@thebraintumourcharity.org)






### AbilityNet

Offers a range of free and paid for services, such as personalised workplace assessments and free expert resources on the use of digital technology, for people with any disability or age, as well as their employers, family and colleagues.

Includes fact sheets, webinars and online tools to help identify reasonable adjustments.

#### Contact:

-  [abilitynet.org.uk](https://abilitynet.org.uk)  
[abilitynet.org.uk/workplace/information-for-employers](https://abilitynet.org.uk/workplace/information-for-employers)
-  0800 269545 Monday - Friday, 9am – 5pm
-  [enquiries@ability.net.org.uk](mailto:enquiries@ability.net.org.uk)



## ACAS

Provides free and impartial information, advice, training, conciliation and other services for employers and employees to help prevent or resolve workplace

### Contact:

- [📍 acas.org.uk](https://www.acas.org.uk)
- [📞 0300 123 1100 \(ACAS Helpline\)](tel:03001231100)  
Monday – Friday, 8am - 6pm  
18001 0300 123 1100 (Text Relay service)

ACAS Helpline Online - an automated system designed to give straightforward answers to frequently asked employment relations questions.

[acas.org.uk/helplineonline](https://www.acas.org.uk/helplineonline)



## Access to Work and Access to Work (NI)

Helps people with a disability to start, stay in or return to work. Offers advice and grants for practical support.



### Contact:

- [📍 gov.uk/government/publications/access-to-work-factsheet/access-to-work-factsheet-for-customers](https://www.gov.uk/government/publications/access-to-work-factsheet/access-to-work-factsheet-for-customers)
- [📞 0345 268 8489 \(Telephone\)](tel:03452688489)  
[0345 608 8753 \(Textphone\)](tel:03456088753)  
Monday - Friday, 8am - 6pm
- [@ atwosu.london@dwp.gsi.gov.uk](mailto:atwosu.london@dwp.gsi.gov.uk)
- [📍 nidirect.gov.uk/articles/access-work-practical-help-work](https://www.nidirect.gov.uk/articles/access-work-practical-help-work)



## Citizens Advice

Offers free, confidential and impartial advice to help resolve legal, money, work and many other problems.

### Contact:

- [📍 citizensadvice.org.uk](https://www.citizensadvice.org.uk)  
Use the dropdown list in the top left hand corner to select the country within the UK that you live in.  
  
[cas.org.uk](https://www.cas.org.uk) (Citizens Advice Scotland)  
[citizensadvice.co.uk](https://www.citizensadvice.co.uk) (Citizens Advice Northern Ireland)
- [📞 Advice by phone is available from local Citizens Advice offices. The numbers can be found on the above websites or in the Phone Book](tel:03444772020)  
  
A national phone service, Adviceline, is being developed. It is fully operational in Wales for people who live or work there. In England the service is currently being rolled out.  
  
If it is not yet available in your area, you will hear options for recorded information:  
[03444 77 20 20 \(For Wales\)](tel:03444772020)  
[03444 111 444 \(For England\)](tel:03444111444) (or check contact details via websites)  
[03444 111 445 \(TextRelay\)](tel:03444111445)

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Offers help and advice to both employers and people with disabilities about the range of **specialist support** available to help people start and retain a job.

**Contact:**

- [nibusinessinfo.co.uk/content/disability-employment-service](http://nibusinessinfo.co.uk/content/disability-employment-service)
- 02890 252085 (Adviceline)

## Disability Law Service

Fighting injustice for disabled people

### Disability Law Service

Provides free legal advice and representation to people with disabilities and their carers.

**Contact:**

- [dls.org.uk](http://dls.org.uk)
- 0207 791 9800 Monday - Friday, 9.30am – 5.30pm
- [advice@dls.org.uk](mailto:advice@dls.org.uk)



### Disability Rights UK

Gives advice and information to people with disabilities on a wide range of subjects including employment.

Runs the Equality Advisory Support Service (EASS) – see separate entry below.

**Contact:**

- [disabilityrightsuk.org](http://disabilityrightsuk.org)
- 0808 800 0082 (EASS helpline)  
0808 800 0084 (Text phone)  
Monday – Friday, 9.00am – 7.00pm; Saturday 10am – 2pm
- BSL users can access a webcam portal via the Royal Association for Deaf people (RAD) website.



### Disabled Living Foundation

Provides impartial advice, information and training on equipment for independent living for people with disabilities.

**Contact:**

- [dlf.org.uk](http://dlf.org.uk)
- 0300 999 0004 (Helpline)  
Monday – Friday, 10am – 4pm
- [info@dlf.org.uk](mailto:info@dlf.org.uk)





### Equality Advisory Support Service (EASS) [in England, Scotland & Wales]

Provides free advice and information relating to equality and human rights, across England, Scotland and Wales. They can identify specific articles which may apply to your circumstances and how to raise a complaint if your rights, or a friend/family member's rights, have been breached.

The EASS is able to offer you an action plan with a view to resolving your issue informally without the stress of going to court or a tribunal. They do not offer legal advice.

#### Contact:

-  [equalityadvisoryservice.com](https://equalityadvisoryservice.com)
-  0808 800 0082 (Advice line)  
0808 800 0084 (Text phone)
- Monday – Friday, 9am – 7pm; Saturday, 10m – 2pm



### Equality and Human Rights Commission (EHRC)

Their website provides useful guidance for both employers and employees on reasonable adjustments and related issues.

They do NOT have a helpline, NOR provide advice on discrimination or human rights issues – for this they refer to the EASS above.

#### Contact:

-  [equalityhumanrights.com/en/advice-and-guidance](https://equalityhumanrights.com/en/advice-and-guidance)



### Equality Commission Northern Ireland

Provides advice and assistance for people who feel they have been discriminated against.

Provides practical advice for employers on how to manage duties and obligations under equality laws.

#### Contact:

-  [equalityni.org](https://equalityni.org)
-  Phone: 02890 500600  
02890 500589 (Text phone)
- Monday – Friday, 10am – 4pm
-  [information@equalityni.org](mailto:information@equalityni.org)





### Fit for Work service [England & Wales] and Fit for Work Scotland

There are two Fit for Work Services both delivering the same service. They offer free, confidential advice and assessment service to employed people if they have been, or are likely to be, off work for four weeks or more. GPs and employers can offer working patients a referral to the service. Includes an in-depth assessment, followed by a personalised Return to Work Plan and managed support to get back to their jobs.

The service helps employers reduce the impact of long-term sickness absence on their businesses and to maintain valuable skills and/or experience which their employee has.

The service is of particular value in small and medium-sized firms where there is no, or limited, employer occupational health support available.

#### Contact:

-  [fitforwork.org](https://fitforwork.org)
-  0800 032 6235 (English)  
or 0800 032 6233 (Cymraeg)  
Monday – Friday, 8.30am – 6pm
-  [fitforworkscotland.scot](https://fitforworkscotland.scot)
-  0800 019 2211 (Advice line)  
Monday - Friday, 9am - 5pm



The Fit for Work service does not apply in Northern Ireland, as the Northern Ireland Assembly has not opted to have this referral as an option. However, the helpline, online advice and interactive services are still available to people in Northern Ireland. See also *Disability Employment Service* [N. Ireland] and *Workable (NI)* below.



### Healthy Working Lives (Scotland)

The national centre of expertise in Scotland in relation to protecting and improving the health of those in work. Works with all kinds of businesses, completely **free** of charge, offering practical information and advice.

#### Contact:

-  [healthyworkinglives.com](https://healthyworkinglives.com)
-  0800 019 2211 (Adviceline)  
Monday – Thursday, 9.00am – 5.00pm; Friday, 9.00am – 4.30pm






### Healthy Working Wales

Supports employers, individuals and health professionals to help working age people in Wales stay healthy, so they can remain in employment, or return to work following a period of ill health.

**Workboost Wales** forms part of Healthy Working Wales. It is a Welsh Government funded service and provides employers and individuals with confidential, practical guidance and support on health and safety arrangements, and sickness absence management.

#### Contact:

-  [healthyworkingwales.wales.nhs.uk](https://healthyworkingwales.wales.nhs.uk)
-  029 2010 4658 (Helpline)
-  [workplacehealth@wales.nhs.uk](mailto:workplacehealth@wales.nhs.uk)

☎ 0845 609 6006 (Workboost Wales) or 02920 104658

**Jobcentre Plus [England, Scotland and Wales]  
and Jobs & Benefits Offices [Northern Ireland]**

Government funded agencies which aim to find employment for working age people. They run programmes to help people with disabilities find work.

**Contact:**

🌐 [gov.uk/contact-jobcentre-plus](https://gov.uk/contact-jobcentre-plus) (England, Scotland & Wales)  
[nidirect.gov.uk/contacts/jobs-benefits-offices-jobcentres-and-social-security-offices](https://nidirect.gov.uk/contacts/jobs-benefits-offices-jobcentres-and-social-security-offices)  
(N Ireland)

### **Labour Relations Agency (NI)**

Provides an impartial and confidential employment relations service to those working in industry, commerce or public services in Northern Ireland. Advice on good employment practices and in resolving disputes for employers and employees

**Contact:**

🌐 [lra.org.uk](https://lra.org.uk)  
☎ 02890 321442 (Enquiry point)  
Monday – Friday, 9am – 5pm  
@ [info@lra.org.uk](mailto:info@lra.org.uk)

### **Law Centres Network (LCN)**

The Law Centre Network does NOT offer legal advice, but it provides details of local law centres across the UK.

Law centres work within their local community to defend the legal rights of local people who cannot afford a lawyer. If you do not have a law centre near you, the LCN lists other sources of advice.

**Contact:**

🌐 [lawcentres.org.uk](https://lawcentres.org.uk)



### **Legal Aid**

Legal aid can help meet the costs of legal advice and representation in a court or tribunal, for those who are eligible.

**Contact:**

🌐 [gov.uk/legal-aid](https://gov.uk/legal-aid) [England & Wales]  
[mygov.scot/legal-aid](https://mygov.scot/legal-aid) [Scotland]  
[nidirect.gov.uk/articles/legal-aid](https://nidirect.gov.uk/articles/legal-aid) [Northern Ireland]





### Occupational Psychology Services (N. Ireland)

This service works closely with individuals who have a disability or health condition and are seeking work, or experiencing difficulties in work.

It also offers specialist consultancy to employers seeking advice and guidance in areas relating to disability and wellbeing in the context of work.

It can provide advice to both employers and individuals regarding reasonable adjustments and possible **alternative employment** options.

**Contact:**

-  [nidirect.gov.uk/articles/occupational-psychology-services](http://nidirect.gov.uk/articles/occupational-psychology-services)
-  02890 829404
-  [ops@communities-ni.gov.uk](mailto:ops@communities-ni.gov.uk)



The Law Society

### The Law Society - Find a Solicitor service [in England & Wales]

The Law Society does not offer legal advice to the public, but they do have a free *Find a Solicitor* service for anyone looking for information about organisations or people providing legal services in England and Wales.

**Contact:**

-  [solicitors.lawsociety.org.uk](http://solicitors.lawsociety.org.uk)



### The Law Society of Northern Ireland - Find a Solicitor service

The Law Society does not offer legal advice to the public, but they do have a free *Find a Solicitor* service for anyone looking for information about organisations or people

**Contact:**

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



### The Law Society of Scotland - Find a Solicitor service

The Law Society does not offer legal advice to the public, but they do have a free *Find a Solicitor* service for anyone looking for information about organisations or people providing legal services in Scotland.

**Contact:**

-  [lawscot.org.uk/find-a-solicitor](http://lawscot.org.uk/find-a-solicitor)



### Workable (NI)

A programme that gives people with disabilities the opportunity of working in a wide variety of jobs. It provides **long term support** and assists people with disabilities to overcome barriers to finding and staying in employment.

Support can include financial assistance with developmental costs to the employer.

#### Contact:

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

Contact the Employment Service Advisers based in your local Jobs & Benefits office/JobCentre for more information and details on how to access the programme.

[nidirect.gov.uk/contacts/jobs-benefits-offices-jobcentres-and-social-security-offices](https://nidirect.gov.uk/contacts/jobs-benefits-offices-jobcentres-and-social-security-offices)

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### Trade Union Congress (TUC)

Aims to raise the quality of working life and promote equality for all. Gives guidance for **WorkSMART** is the employment advice website of the TUC. It offers free comprehensive, plain-English guides to all aspects of **your employment rights** and **your health at work**. WorkSMART is unable to offer individual legal or employment advice.

If you are in a union you can also ask them for advice.

#### Contact:

 [tuc.org.uk](https://tuc.org.uk)

[tuc.org.uk/workplace-guidance](https://tuc.org.uk/workplace-guidance)

[worksmart.org.uk](https://worksmart.org.uk)

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### Others

Your GP

Your oncology team

Your occupational health adviser/department

Your Human Resources (HR) adviser/department

Your union representative

