USEFUL TELEPHONE NUMBERS & CONTACTS

If you need any information about Welfare Rights, please contact your local Welfare Rights Officer.

ÀIREAMHAN FÒN 'S AINMEAN FEUMAIL

Ma tha fiosrachadh mu Chòraichean Shochairean a dhìth oirbh cuiribh fios don Oifigear Còraichean Shochairean ionadail agaibh.

Kintyre
Housing Services
Burnet Bldg
Campbeltown PA28 6ED
Tel: 01586 555291

Lomond
Housing Services
Scott Court House
Helensburgh G84 8BP
Tel: 01436 658714

Lorn & Mid Argyll
Housing Services
Municipal Bldgs
Oban PA34 4JA
Tel: 01631 572182

Cowal & Bute
Housing Services
Dolphin Hall
Dunoon PA23 7DQ
Tel: 01369 708645

If you need any information regarding Housing Benefit / Council Tax Benefit please contact your Local Area Office.

Ma tha fiosrachadh mu Shochairean Taigheadais / a' Chis Comhairle a dhìth oirbh cuiribh fios don Oifis Ionadail agaibh.

LOCAL AREA OFFICES – CORPORATE SERVICES

OIFISEAN IONADAIL/SEIRBHEISEAN CORPORRA

All Housing Benefit/Council Tax Benefit Telephone Enquiries: Tel: 01546 605512
Customer Service Point, 45 West Princes Street, Helensburgh. G84 8BP
Customer Service Point, Hill Street, Dunoon. PA23 7AP
Customer Service Point, Mount Pleasant Road, Rothesay. PA20 9HQ
Customer Service Point, Dalriada House, Lochgilphead. PA31 8ST
Customer Service Point, Burnet Building, John Street, Campbeltown. PA28 6BJ
Customer Service Point, Jamieson Street, Bowmore, Isle of Islay. PA43 7HP
Customer Service Point, Municipal Bldgs, Albany Street, Oban. PA34 4AR
Customer Service Point, Breadalbane Street, Tobermory, Isle of Mull. PA77 6UP

MONEY ADVICE SERVICE

Argyll & Bute Council's Money Matters Advice Service provides free, confidential information and advice for debt counselling. Contact your local office:

AIRGEAD – SEIRBHEIS CHOMHAIRLEACHAIDH

Tha an t-Seirbheis Chomhairleachaidh airson Cùisean Airgid aig Comhairle Earra-Ghàidheal agus Bhòid a' tairgse fiosrachadh agus comhairle gu dìomhair 's an asgaidh airson làimhseachadh fhiachan. Cuiribh fios don oifis ionadail agaibh:

Money Advice Contact No: 01546 604326

Disclaimer: Although every effort is made to ensure the information on these pages is accurate and up to date we cannot be held liable for any inaccuracies and their consequences. The information should not be treated as a complete and authoritative statement of the law.

HOUSING LEAFLET-12

Argyll & Bute Council

Comhairle Earra-Ghàidheal agus Bhòid

Housing Services

WELFARE RIGHTS

CÒRAICHEAN SHOCHAIREAN

Produced by
Welfare Rights Section
Community Services Department

THE MAIN ROLE

The state benefits system is both complex and time consuming to find your way around. Knowing where to start or when to stop is not always a simple or easy thing to do. The Welfare Rights Officer's main task is to ensure that members of the public understand and are able to claim their correct entitlement to benefit, and are also able to challenge or appeal decisions made by, or on behalf of, the Department of Work and Pensions.

AM PRÌOMH DHLEASTANAS

Tha siostam shochairean na stàite iomadh-fhillte agusthae a' toirt ùine fàs eòlach air. Chan eil e an-còmhnaidh furasta a thuigsinn far am bu chòir dhuibh tòiseachadh no cuin am bu chòir dhuibh stad. 'S e prìomh dhleastanas an Oifigeir Còraichean Shochairean dèanamh cinnteach gun tuig am mòr-shluagh dè na sochairean a tha còir aca fhaighinn agus gun tèid aca air am faighinn, agus dèanamh cinnteach gun tèid aca air ath-agairt a dhèanamh an aghaidh cho-dhùnaidhean dèante le, no às leth, Roinn na h-Obrach agus Pheinnseanan.

ADVICE, INFORMATION AND REPRESENTATION

The Welfare Rights Officer gives advice to members of the public on claiming benefit, including help to complete application forms, and also advice on appealing against decisions. It may be that the Welfare Rights Officer will only have to point a claimant in the correct direction. However in many cases the Officer will prepare a submission to the Tribunals Service and appear alongside the claimant. All advice given to members of the public is carried out using a confidential appointment system.

Advice is also given to social work staff, health service staff and some voluntary groups. This assists a broader spectrum of people to help the public with issues causing them concern.

COMHAIRLE, FIOSRACHADH AGUS RIOCHDACHADH

Bidh an t-Oifigear Còraichean Shochairean a' toirt comhairle don mhòr-shluagh air mar a thagras iad airson sochairean, agus a' cuideachadh le foirmichean-iarrtais a lìonadh, agus a' toirt comhairle mar a nìthear ath-agairt an aghaidh cho-dhùnaidhean. 'S dòcha nach bi aig an oifigear ach ri stiùireadh a thoirt don neach-tagraidh air dè bu chòir dha/dhi a dhèanamh. Ge-tà, gu tric ullaichidh an t-Oifigear tagradh don t-Seirbheis Tribiùnal agus bidh iad an làthair còmhla ris an neach-tagraidh. 'S ann tro shiostam choinneamhan dìomhair a thèid comhairle a thoirt do bhall den mhòr-shluagh daonnan. Gheibh luchd-obrach bho roinn na h-obrach sòisealta agus nan seirbheisean slàinte agus daoine bho chuid a bhuidhnean saor-thoileach comhairle cuideachd.

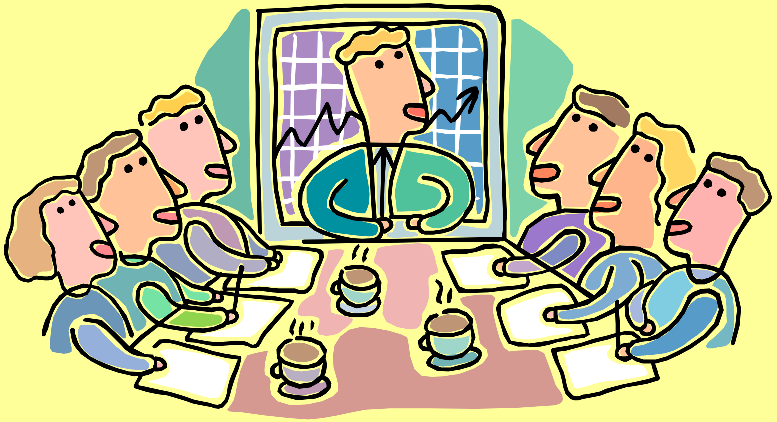
Bheir seo comas do bharrachd dhaoine taic a thoirt don mhòr-shluagh mu chuspairean a tha a' cur dragh orra.

TRAINING

The aim is to spread information about Welfare Rights to a wide variety of audiences. This may include a general talk for a community or voluntary group, or a technical training session for professional staff. Given the constant changing of benefits legislation, the training or information spreading is a critical part of our workload.

TRÈANADH

'S e an t-amas fiosrachadh mu choraichean shochairean a sgaoileadh do chaochladh dhaoine an t-amas. An lùib seo, dh'fhaodar òraid neo-fhoirmeil a thoirt seachad do bhuidheann-coimhearsnachd no buidheann saor-thoileach, no seisean trèanaidh teicnigeach a chumail do luchd-obrach proifeiseanta. Seach gu bheil laghan a thaobh shochairean ag atharrachadh gun sgur, tha an trèanadh no an sgaoileadh fiosrachaidh na phairt riatanach den obair againn.



If you wish to arrange either an individual appointment for advice on a private issue, or a talk for your community group, contact the appropriate Welfare Rights Officer for your area. Telephone numbers are on the back page of this leaflet.

CUIRIBH FIOS GU

Ma tha sibh airson coinneachadh ri cuideigin airson comhairle mu chuspair prìobhaideach airson comhairle, no airson òraid a chur air dòigh do ur buidheann-coimhearsnachd, cuiribh fios don Oifigear Còraichean Shochairean ionadail agaibh. Chithear àireamhan-fòn air cùl na bileig-seo.