

Reporting Changes

Any changes in circumstances should be reported immediately. If the change is to your advantage, your benefit may only be changed from the Monday following the date of notification.

Any delay in reporting a change in your circumstances that is not to your advantage could result in an overpayment which you will be required to repay to the department.

It is essential that you do not delay reporting any change.

If you report a change late you will be required to give an explanation for the lateness before any consideration can be given to changing your benefit to your advantage.



Complaints:

If you are not happy with the way we are dealing with you, please tell us. We will try to put things right. If you are still not satisfied we will explain what else you can do.

Help and Advice on any aspect of this leaflet can be obtained by contacting us:

Mr Anthony Hopkins– Claims Manager

Miss Roxanne Coleman– Claims Officer

or

Mrs Gail Beard– Claims Officer

At

Corporate Finance

Post Office, First Floor

Jamestown– St. Helena Island

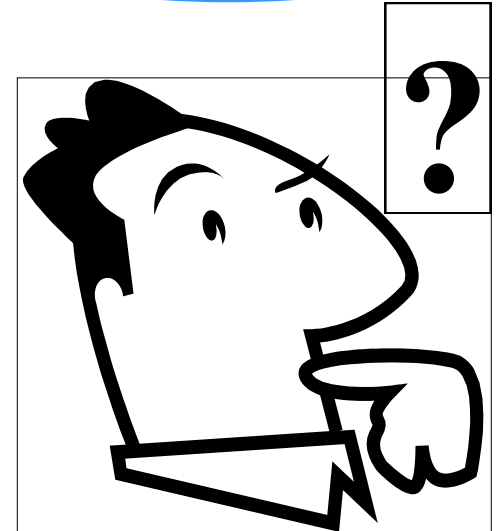
South Atlantic Ocean

Tele: 22605

E-mail:

Anthony: anthony.hopkins@shgservices.gov.sh

CORPORATE FINANCE



**Changes in
Circumstances**

And what you need to do

What to do if your circumstances

You must inform Mr Anthony Hopkins, Miss Roxanne Coleman or Mrs Gail Beard at the benefits office straight away if your circumstances change. If you do not do this you may lose your benefit.

Most changes must be reported in writing with supporting evidence, but you can tell us about some of the changes over the telephone.

You will be asked to confirm the change in writing if it is necessary.



If you are not sure that the change will affect your benefit entitlement you should tell us any-

Types of changes that could affect your Benefit Entitlement

The following pages show the type of things you should tell us about. However we cannot list every change that may happen but if you have any doubts, please contact the Department for advice.



Household Changes

This could be things like:

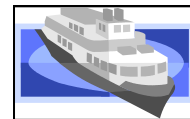
- A partner leaving or joining the household.
- Another adult or child leaving or joining the household.
- The birth of a baby.
- Someone from the household going into care or legal custody, even if it is only for a short time.
- Someone returning home after being in residential care or legal custody.
- A child leaves school or receiving an allowance at school.



Leaving St Helena

You must tell us if you or your partner:

- Is leaving St. Helena permanently
- Going abroad on holiday or medical referral



Deaths

If someone in the household dies someone will have to inform the department about this.



Changes in your income or that of your partner, child or non-dependant

These could be things like:

- Starting a new job, even if the wage is the same or less than the previous employment.
- Leaving a job.
- Any wage increase or decrease (Including over-time).
- Absence from work such as maternity leave or sickness if this affects your pay.
- A change in the number of hours worked.
- Income from any source, including pensions from previous employers. (Both local and overseas pension)
- If you are disabled and someone receives or stops receiving Care Allowance for looking after you.

